



CITY OF NEW ORLEANS

# QualityofLifeSTAT

September 18<sup>th</sup>, 2014  
(Reporting Period: August 2014)

[www.nola.gov/opa](http://www.nola.gov/opa)



QualityofLifeSTAT September 18, 2014

# Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families



# Purpose and Scope

**Purpose:** The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

**Scope:** QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

*Questions and Comments:* Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.



# City Strategic Framework

## Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

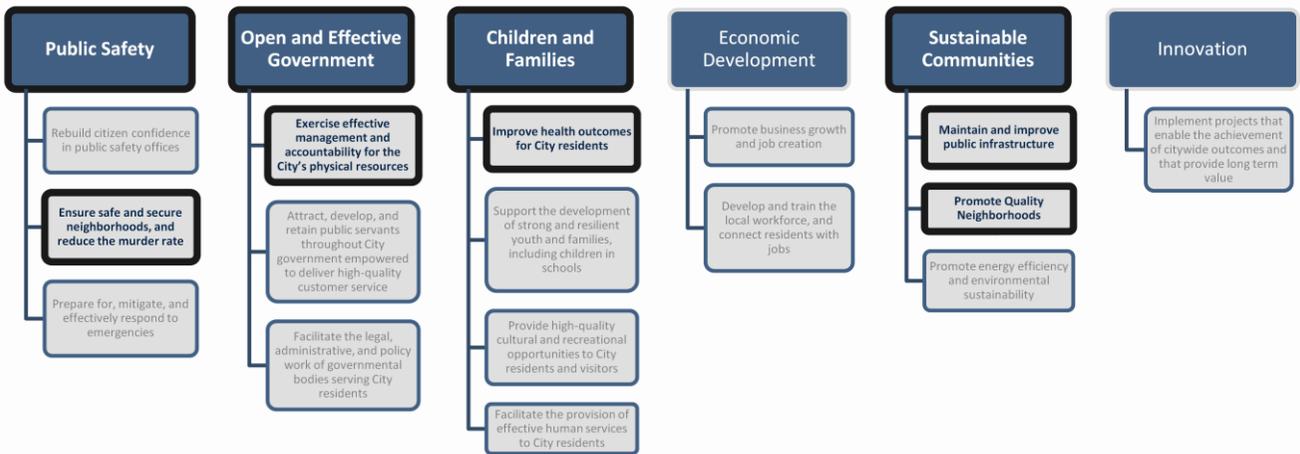
## Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

## Vision

New Orleans is a model city. We are a unified city. We are a creative city.

## Result Area Goals and Objectives



# Open and Effective Government

**Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.**

Objectives and Strategies	Outcome Measures
<p><b>Exercise effective management and accountability for the City's physical resources</b></p> <ol style="list-style-type: none"> <li>Effectively steward the City's financial resources</li> <li><b>Manage the City's information and analyze the City's performance data</b></li> <li>Manage vendor relationships and provide oversight of City contracts</li> <li>Responsibly support the City's capital assets</li> </ol>	<ul style="list-style-type: none"> <li>Bond ratings</li> </ul>
<p><b>Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service</b></p> <ol style="list-style-type: none"> <li>Cultivate a high-quality City workforce</li> <li>Provide fair and reasonable benefits to City employees and retirees</li> </ol>	<ul style="list-style-type: none"> <li>Rate of employee turnover</li> <li>Percent of employees engaged and satisfied</li> </ul>
<p><b>Facilitate the legal, administrative, and policy work of governmental bodies serving City residents</b></p> <ol style="list-style-type: none"> <li>Govern the City with integrity and accountability</li> <li>Defend the City's legal interests</li> <li>Promote civic engagement</li> <li>Facilitate, link, and leverage resources with external organizations</li> </ol>	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with overall government services</li> </ul>



# 311 Dashboard -

## Request Closure Rates Still Biggest Challenge

### Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	99%	96%	54%	61%	92%	42%	87%	85%	48%	100%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	N	Y	N	Y	Y	N	Y	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	36.6	0.4	24.7	0.0	0.2	6.7	0.2	8.7	0.0
Notes	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	Note: DPW Parking is picking up on avg over 1300 cars per month for the year.	Backlog is starting to be worked through and is trending down.	Currently establishing new queues for SR's	Target days have been established by MTCB	Currently regular tree service requests are on a 52 week backlog	Sanitation continues to monitor vendor backlog	Need to address open Lost/Found cases for July	Launched 12/18/13

### Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	Sanitation	Taxi	EMS
Current Month	73.00%	100.00%	100.00%	100.00%	91.00%	91.00%	91.00%	100.00%	77.00%	100.00%
90d Average	91.00%	88.00%	97.00%	100.00%	86.00%	97.00%	94.00%	100.00%	92.00%	100.00%
DAR Avg To-Date	91.00%	83.00%	94.00%	99.00%	84.00%	99.00%	97.00%	100.00%	94.00%	100.00%

#### Action Item:

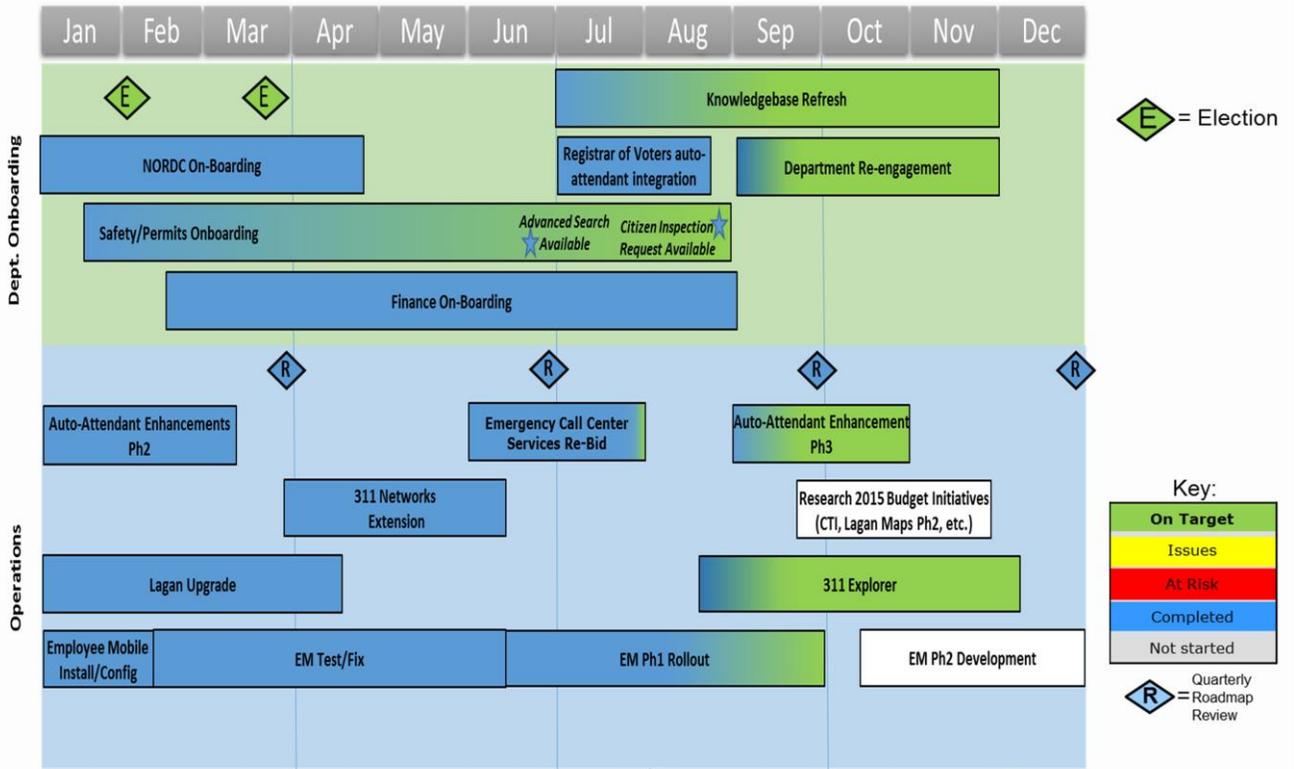
Date	Responsible Party	Action Item	Status
8/21/14	A. Rogers	Ensure that Code Enforcement and the Taxicab Bureau establishes new point people to interface with the 311 team moving forward	The Taxicab Bureau established a new 311 point-of-contact, while Code Enforcement still has not identified a staff member to fulfill that role for them.



DPW expects most of their 311 backlogs to continue to increase in the coming months, due to lack of funding.

# 311 Roadmap

2014



311 completed the on-boarding of Finance and has begun taking calls for Finance requests. 311 is currently awaiting feedback from the Sanitation Department, which is pilot-testing the 311 employee mobile devices out in the field.

# Sustainable Communities

**Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.**

Objectives and Strategies	Outcome Measures
<p><b>Maintain and improve public infrastructure</b></p> <ol style="list-style-type: none"> <li>1. Maintain and improve road surface infrastructure</li> <li>2. Consistently implement Complete Streets philosophy in streets investments</li> <li>3. Effectively administer the City's capital improvements program</li> <li>4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods</li> </ol>	<ul style="list-style-type: none"> <li>• Percent of citizens satisfied with condition of streets</li> <li>• Mean travel time to work</li> <li>• Percentage of workers commuting to work by means other than driving alone</li> <li>• Percent of citizens satisfied with drainage/flood control</li> <li>• Percent of citizens satisfied with public transportation</li> <li>• Percent of citizens satisfied with traffic congestion</li> </ul>
<p><b>Promote Quality Neighborhoods</b></p> <ol style="list-style-type: none"> <li>1. Reduce blighted properties by 10,000 by the end of 2014</li> <li>2. Provide effective sanitation services to residents and businesses</li> <li>3. Protect and preserve parks and other green spaces</li> <li>4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties</li> </ol>	<ul style="list-style-type: none"> <li>• Percent of citizens satisfied with control of abandoned houses</li> <li>• Percent of citizens satisfied with parks and recreation</li> <li>• Percent of citizens satisfied with control of trash and litter / trash pickup</li> <li>• Percent of citizens satisfied with life in New Orleans</li> <li>• ParkScore (based on acreage, service and investment, and access)</li> <li>• Percent of citizens satisfied with zoning</li> </ul>
<p><b>Promote energy efficiency and environmental sustainability</b></p> <ol style="list-style-type: none"> <li>1. Restore the City's marshes and coastline</li> <li>2. Promote green energy and other sustainability measures</li> <li>3. Remediate brownfields, lead, and other environmental hazards</li> </ol>	<ul style="list-style-type: none"> <li>• Percent of days with healthy air quality</li> <li>• Number of health based drinking water violations</li> <li>• Number of certified green buildings</li> <li>• Number of land acres in Orleans Parish</li> </ul>



**Responsible Organization:**  
Department of Public Works (DPW)

**Data Source:**  
DPW Weekly Maintenance Reports

**Related Strategy:**  
Maintain and improve road surface infrastructure

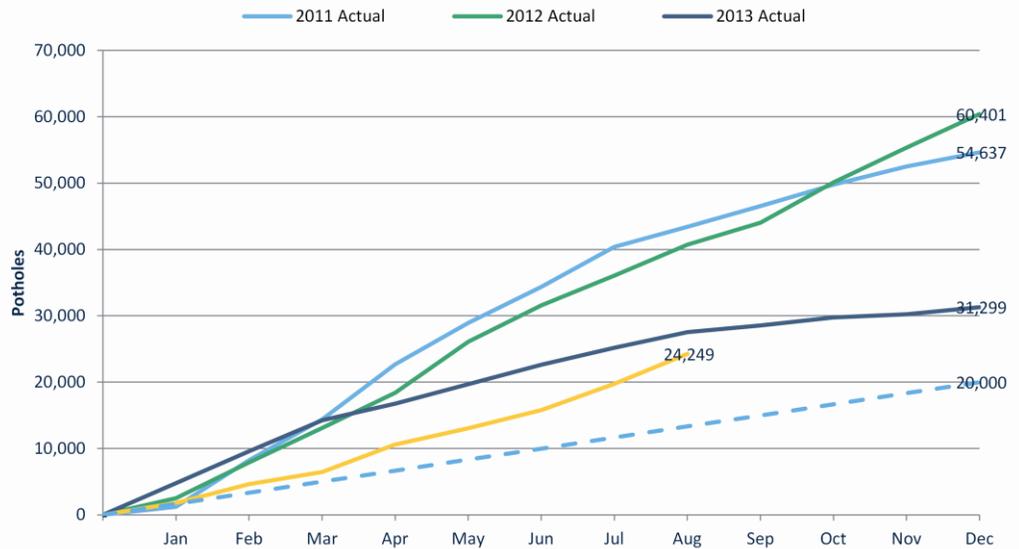
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW exceeded its annual goal of potholes filled.

 Number of Potholes Filled



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
54,637	●	60,401	●	31,299	●	24,249	20,000	●



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Definitions:**

*Service Request:* A 311 call requesting the City to perform a specific task.

*Open Request:* A service request that has not been completed.

*Closed Request:* A service request that has been completed.

**Related Strategy:**

Maintain and improve road surface infrastructure

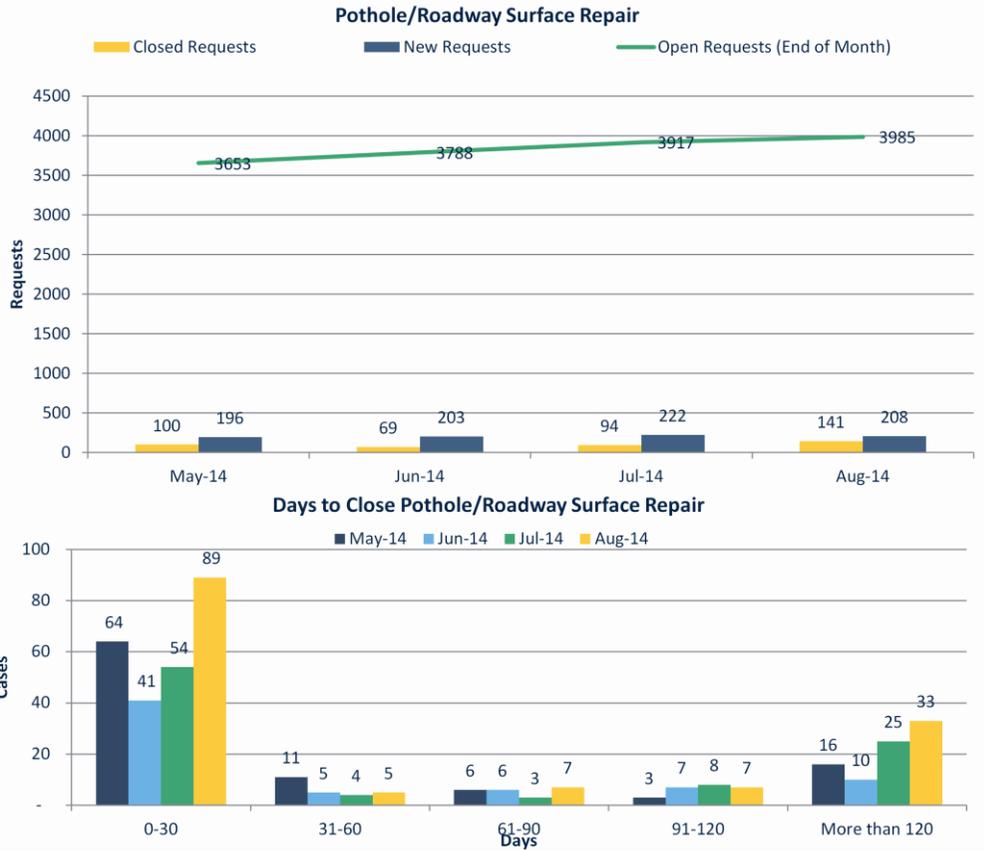
**Notes:**

Expected days to close, developed in 2012: 60-365 days.

While 311 pothole/roadway surface repair reflects maintenance crew and pothole killer activity, the pothole killer requests are not systematically captured at this time.

In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 pothole service requests continued to increase.



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## Most other DPW maintenance 311 service requests backlogs increased.

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open SR	Avg. Days to Close
Manhole Cover Maintenance	189	14	11	<u>192</u>	<u>3</u>	535	4
Road Shoulder Repair	305	16	4	<u>317</u>	<u>12</u>	488	1
Sidewalk Repair	788	47	27	<u>812</u>	<u>24</u>	549	28
Subsidence	119	10	0	<u>129</u>	<u>10</u>	348	N/A

### 311 Issues

Responsible Parties	Issue/Status	Due
M. Jernigan	Identify Interim case status for service requests that have up to 365 day turn-around time. A 311 team member can help with this task if necessary.	Q4 2014



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW Streetlights Monthly Report

**Note:**  
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Legend:**

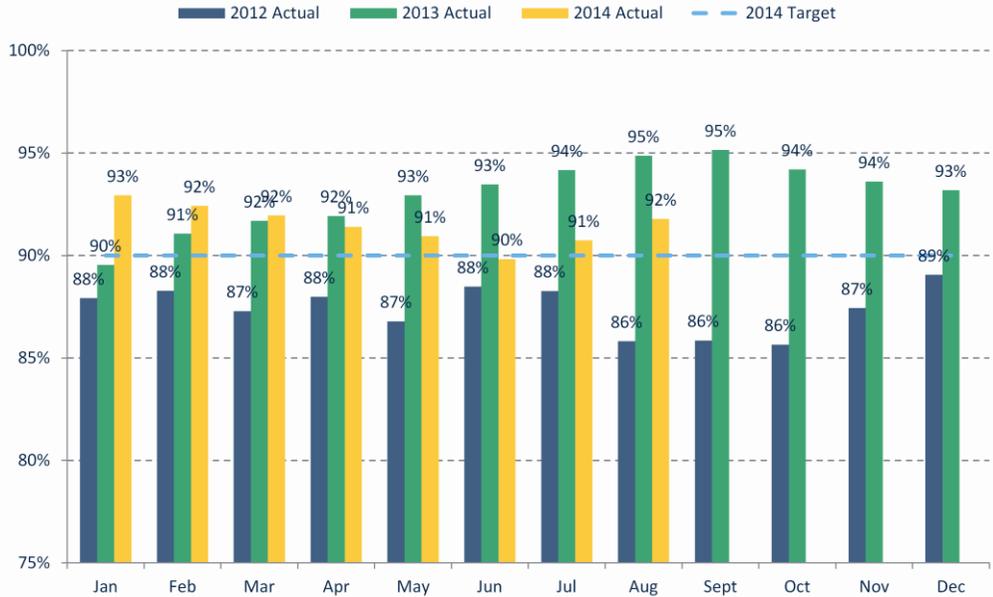
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## 92% of the streetlights in New Orleans were functional at the end of the month.



### Percent of Streetlights Functioning



2014		
YTD Actual	Annual Target	Status
92%	90%	●



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
DPW Streetlights Monthly Report

**Note:**  
Restored outage totals do not include 313 Hurricane Isaac-related repairs in Q4 2012.

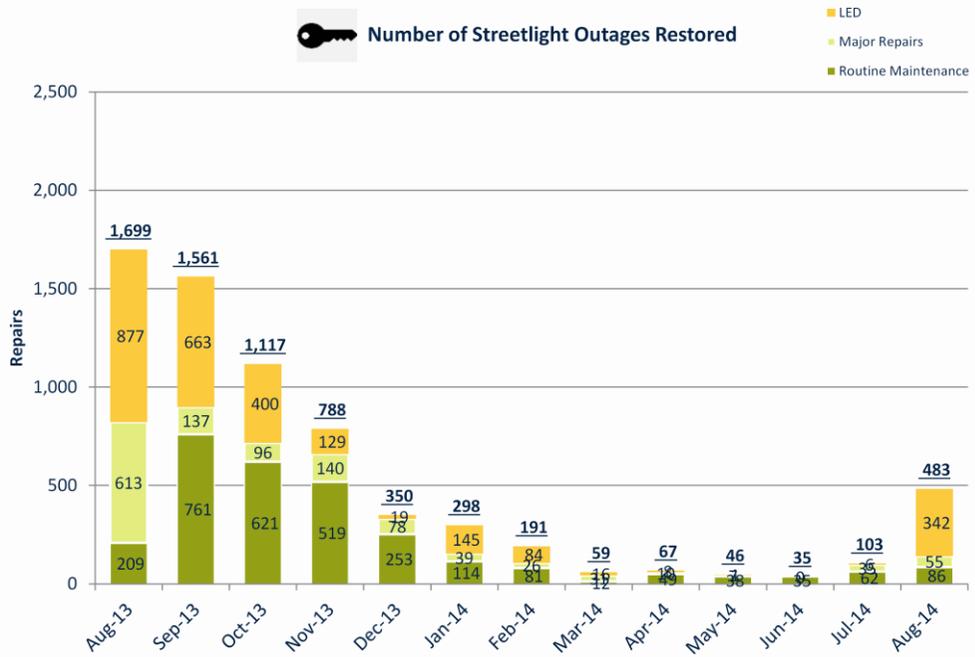
**Related Strategy:**  
Maintain and improve road surface infrastructure

**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW restored the highest number of outages since December 2013.



2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
12,500	◆	19,006	●	1,282	8,000	◆



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DPW noted that they are currently installing approximately 1,000 LED lights per week through the Energy Smart funds freed up in July 2014, though the majority of the installations are preventative rather than restorations of current outages. DPW announced that 50% of the streetlights in the city are now LED's, so they expect the number of new outages to diminish in the coming months.

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

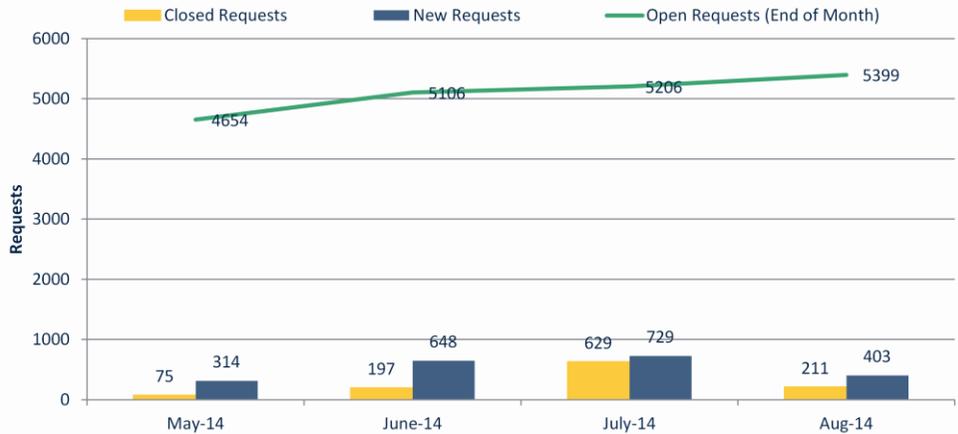
**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
Expected days to close, developed in 2012: 30-180 days.

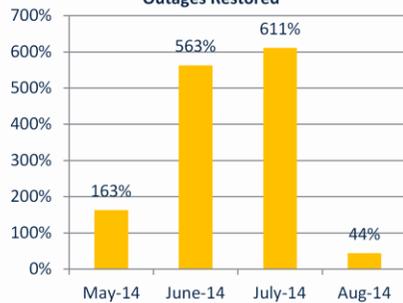
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 streetlight requests increased during the month.

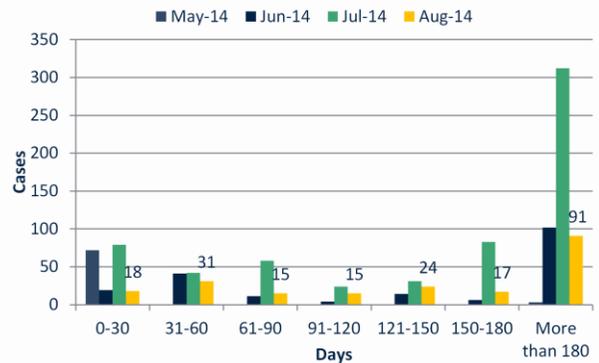
311 Streetlight Service Requests



Closed 311 Requests as Percentage of All Outages Restored



Days to Close



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DPW expects the number of open 311 streetlight service requests to slightly increase in the coming months. However, 311 will work with them to ensure that recently restored outages are in fact being closed in the 311 system. 311 also noted that many of the outages have multiple open service requests, so they'll work on finding and closing duplicated requests.

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
Expected days to close, developed in 2012: 30-180 days.

In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

Target previously reported as 80%, rather than "establishing baseline," as reported in the budget.

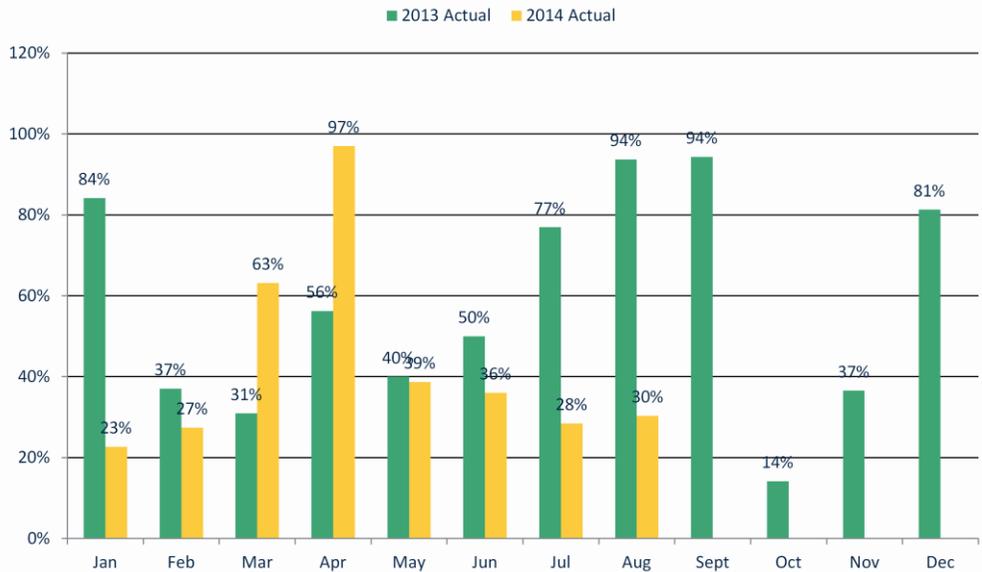
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## YTD, DPW closed 40% of its 311 streetlight service requests within 90 days.

 Percent of 311 Streetlight Service Requests Closed within 90 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
45%	-	40%	-	Establishing Baseline



**Responsible Organization:**  
Department of Public Works

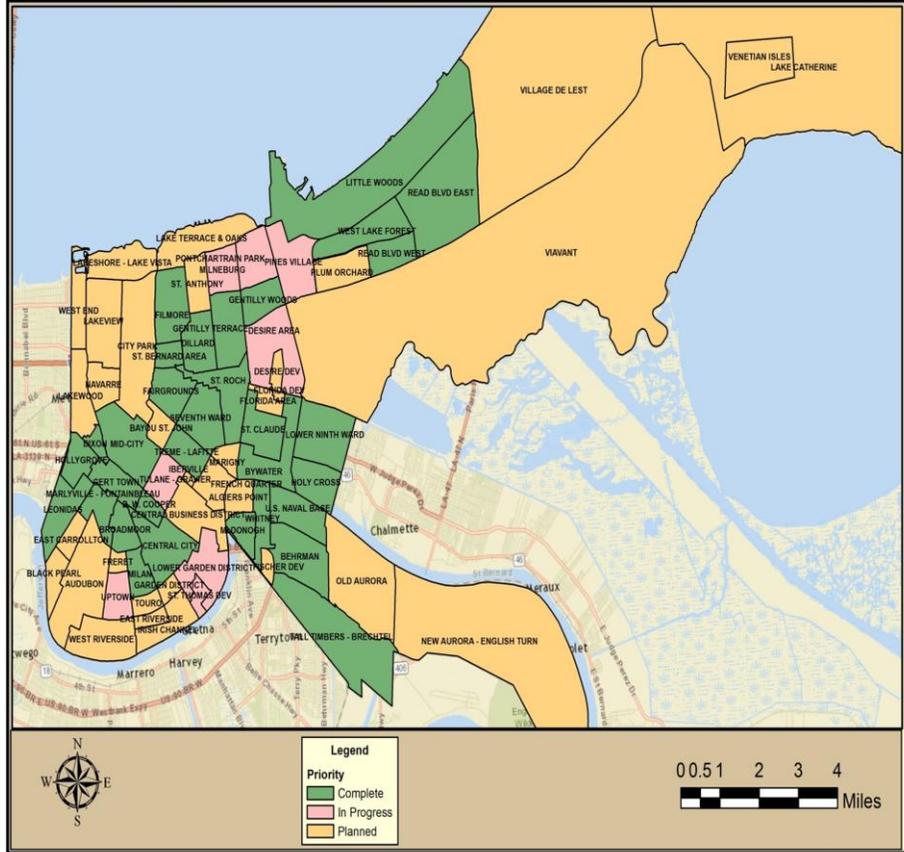
**Data Source:**  
Department of Public Works

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
Map obtained from DPW on 9/17.



### City Of New Orleans Streetlight Conversions By Neighborhood



**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

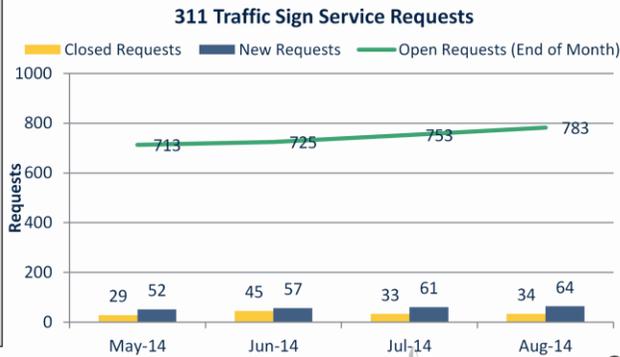
**Notes:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW remained well on track to meet its annual target of traffic signs installed.



 **Number of Permanent Traffic Signs Installed**

2014		
YTD Actual	Annual Target	Status
1,448	1,500	<span style="color: green;">●</span>

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Notes:**  
Expected days to close, developed in 2012: 30-180 days.

In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Legend:**

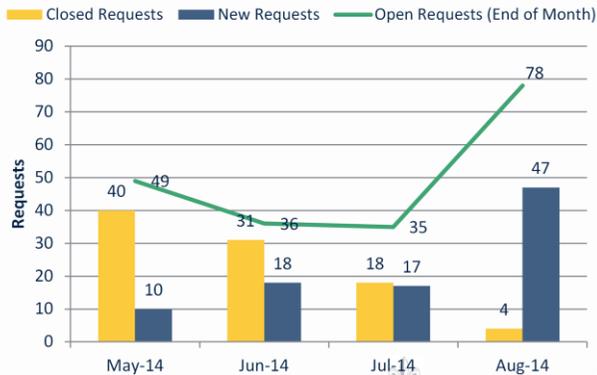
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW continued to trend below its street name sign installation target.



### 311 Street Name Sign Service Requests



### Number of Street Name Signs Installed

2014		
YTD Actual	Annual Target	Status
885	1,500	<span style="color: red;">◆</span>

**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road surface infrastructure

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## Road surface marking and traffic signal 311 service request backlogs increased slightly.

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Road Surface Marking	119	10	0	<u>129</u>	<u>10</u>	348	0
Traffic Signal	407	48	27	<u>428</u>	<u>21</u>	322	16



**Responsible Organization:**  
Department of Public Works (DPW)

**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

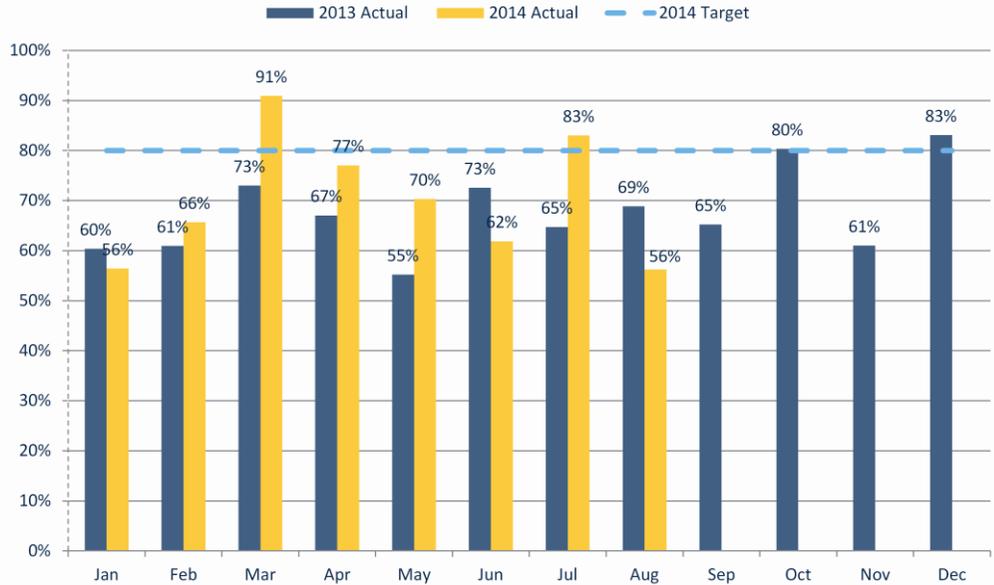
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW continued to trend below its target of 311 abandoned vehicle service requests closed within 30 days.

 Percent of 311 Abandoned Vehicle Service Requests Closed Within 30 Days



2013		2014		
Actual	Target Met?	YTD Actual	Annual Target	Status
67%	-	68%	≥ 80%	<span style="color: red;">◆</span>



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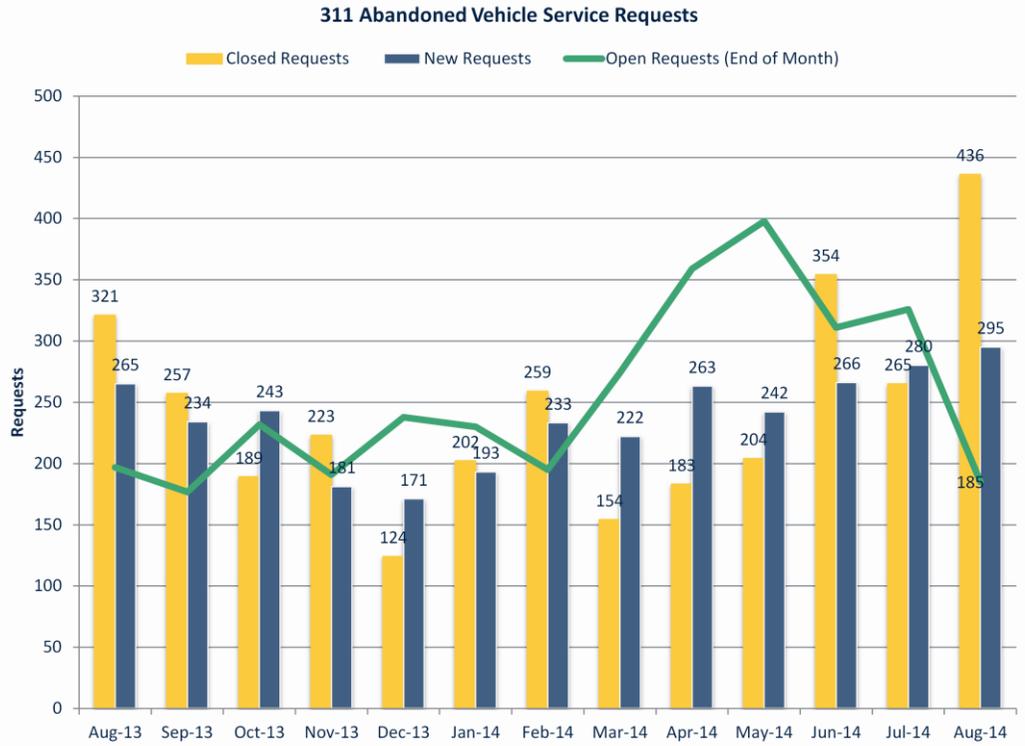
DPW closed out a lot of its oldest requests in the backlog, which explains the lagging percent of cases closed within 30 days during August.

Responsible Organization:  
Department of Public Works

Data Source:  
311

Related Objective:  
Promote Quality  
Neighborhoods

## The backlog of 311 abandoned vehicle service requests spiked downward, with DPW closing the highest number of requests of any previous month.



**Responsible Organization:**  
Department of Public Works (DPW)

**Data Source:**  
DPW Weekly Maintenance Reports

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

**Note:**  
January and February data was adjusted in March to reflect catch basin data not previously included in data reports.

**Legend:**

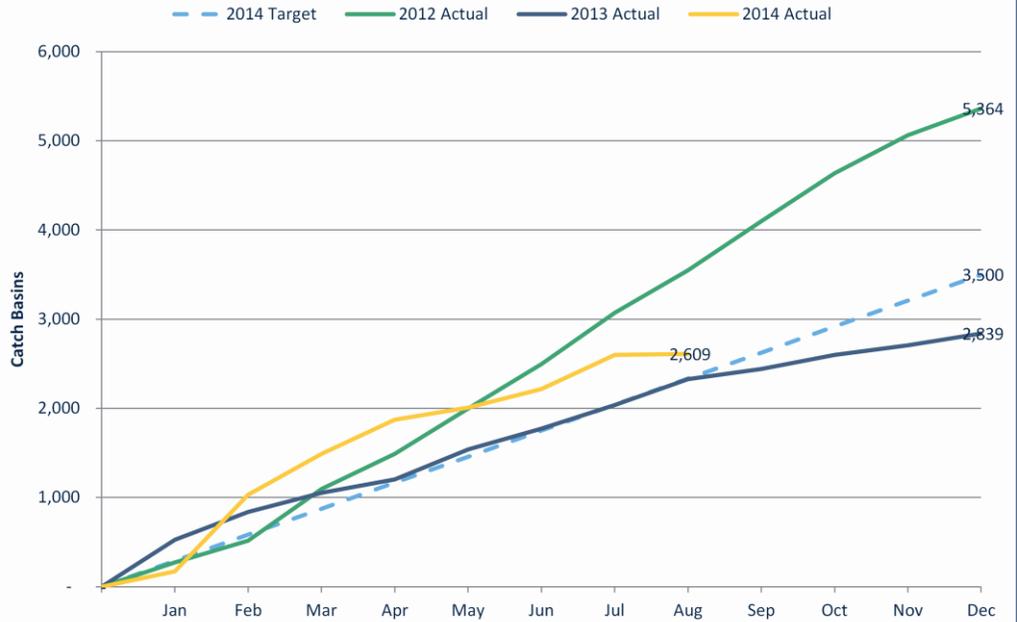
- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## DPW was on track to meet its annual catch basin target.



### Number of Catch Basins Cleaned



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
3,339	◆	5,364	●	2,708	▲	2,609	3,500	●



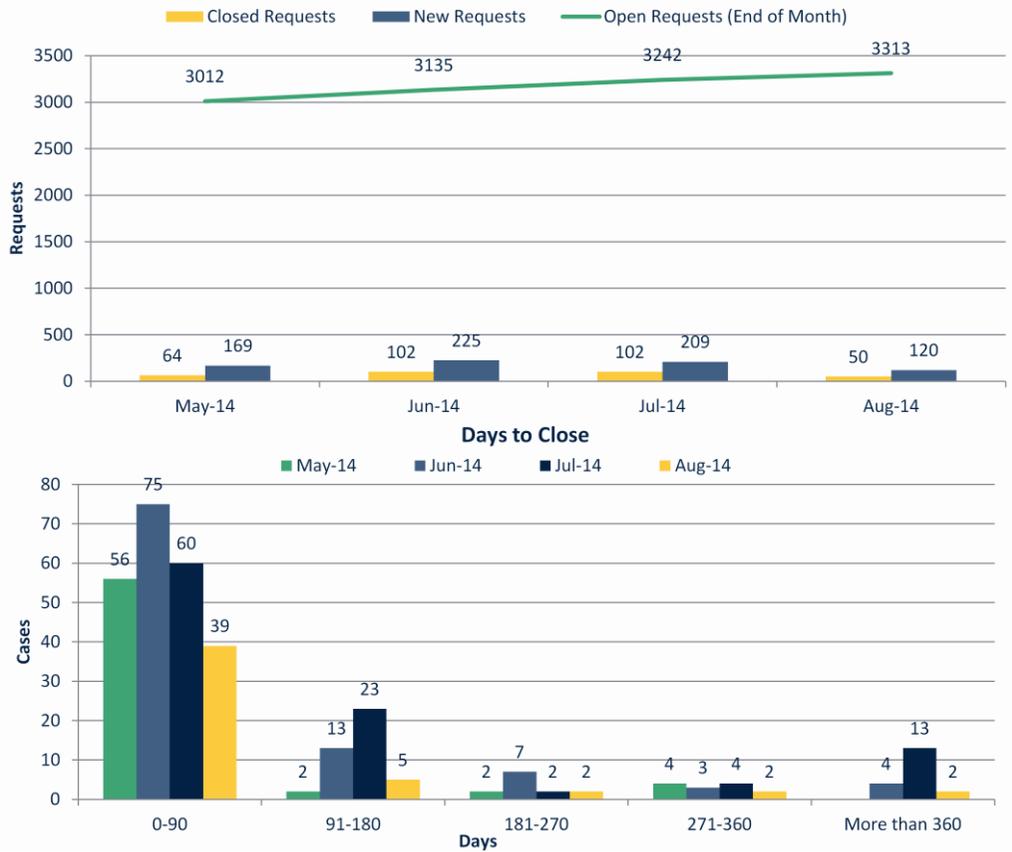
**Responsible Organization:**  
Department of Public Works

**Data Source:**  
311

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

## The street flooding/drainage backlog continued to increase.

311 Street Flooding/Drainage Service Requests



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Funding related to Hurricane Isaac is close to coming through to address more catch basins, as DPW is currently in the design phase, which is a mandated prerequisite before obtaining the federal funds for catch basins. DPW expects to cut through a hefty portion of their backlog once those funds are obtained.

**Responsible Organization:**  
Sewerage and Water Board of New Orleans (SWB)

**Data Source:**  
Sewerage and Water Board of New Orleans

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

## Sewerage and Water Board of New Orleans Customer Service Report Indicators of Metric Results August 2014

Operations Support	Goal	Goal Met	Within Control Limits	Trend
<b>Billing Accuracy / Reasonable</b>				
	Meters Read	Green	Green	Green
	Estimated Bills	Yellow	Green	Yellow
	High Bill Complaints	Red	Green	Red
	Adjusted Bills	Red	Green	Red
<b>Problem Resolution</b>				
	Customer Contacts	Yellow	Green	Yellow
	Call Wait Time	Green	Green	Green
	Abandoned Calls	Yellow	Green	Green
	Emergency Abandoned Calls	Yellow	Green	Green
	Low Water Pressure	Yellow	Green	Yellow
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Green
<b>Collections Effectiveness</b>				
	Accounts Off for Non-Payment	White	Green	Green
	Receivables 30 to 120 Days Old	White	Green	Yellow
	Receivables 120 Days and Older	White	Green	Green

Green = Favorable Variance  
Yellow = Minimal Variance / No Action Recommended  
Red = Unfavorable Variance / Action Recommended



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The Sewerage & Water Board is currently in the midst of re-vamping its IT system, one outcome of which will be the ability to process payments in real-time, rather than see a lag in the time for an account balance and status to be updated. SWB seeks 311's guidance in anticipating call volume, as well as the ample staffing needed to take on such volume.

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Meters Read as a Percentage of Total Meters

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Read 98% or  
more of meters each  
month

**Currently Meeting  
Goal:** Yes

**Process Operating  
Within Control Limits:**  
Yes

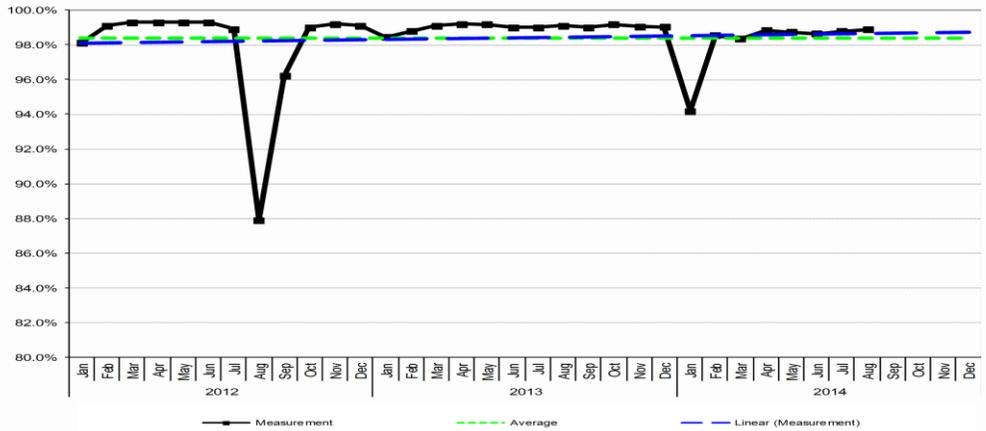
**Trend:** Favorable

### Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac in 2012 and a winter freeze in January 2014.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
<b>2013</b>	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
<b>2014</b>	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%				



**Responsible Organization:**  
Sewerage and Water Board of New Orleans

**Data Source:**  
Sewerage and Water Board of New Orleans

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

## Sewerage and Water Board of New Orleans Bills Estimated as a Percentage of Total Bills

**EUM Attribute:**  
**Customer Satisfaction**

**Description:** Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

**Constituency:**  
**Customer Ratepayers**

**Objective:** Provide Accurate Bills

**Goal:** Bill Accounts With Less Than 2% Estimated

**Currently Meeting Goal:** Close

**Process Operating Within Control Limits:**  
Yes

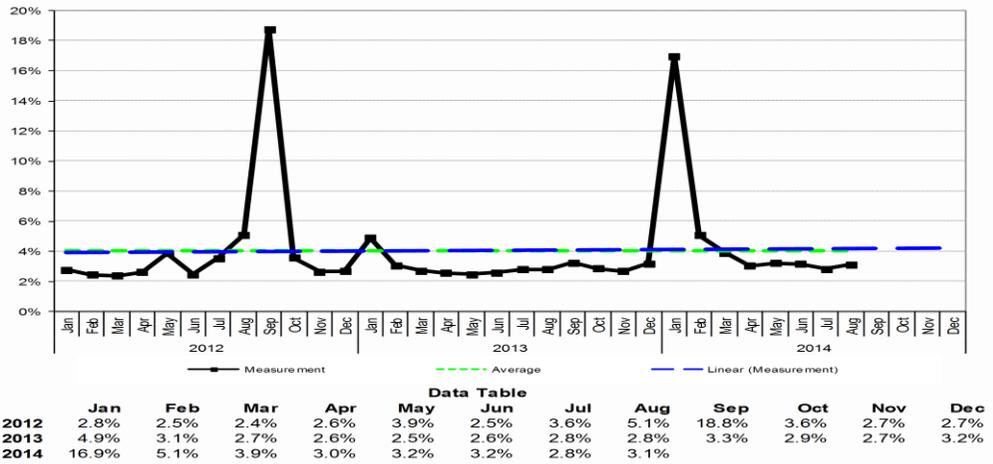
**Trend:** Level

### Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

### Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Investigations from High Bill Complaints as a Percentage of Total Bills

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Reduce  
percentage over time

**Currently Meeting  
Goal:** No

**Process Operating  
Within Control Limits:**  
Yes

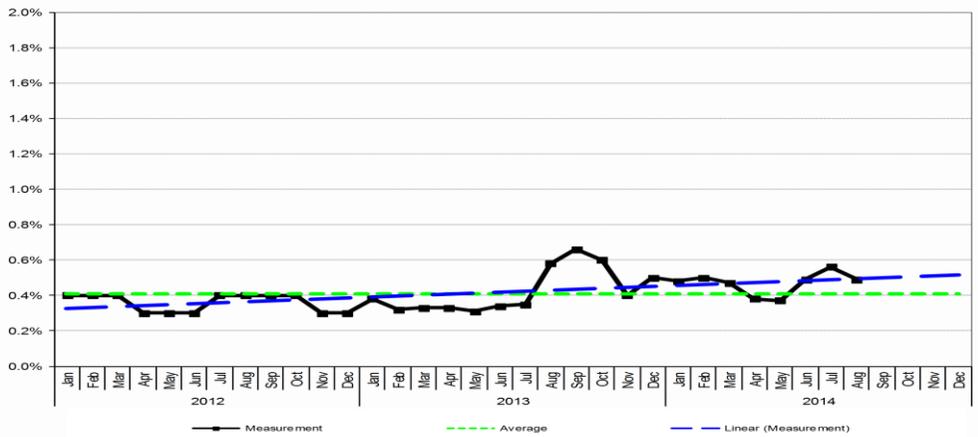
**Trend:** Unfavorable

### Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>		0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
<b>2013</b>		0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.4%	0.3%	0.3%
<b>2014</b>		0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%				0.5%



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**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Bills Adjusted as a Percentage of Total Bills Computed

**Constituency:**  
Customer Ratepayers

**Objective: Provide**  
Accurate Bills

**Goal: Reduce**  
percentage over time

**Currently Meeting**  
**Goal: No**

**Process Operating**  
**Within Control Limits:**  
Yes

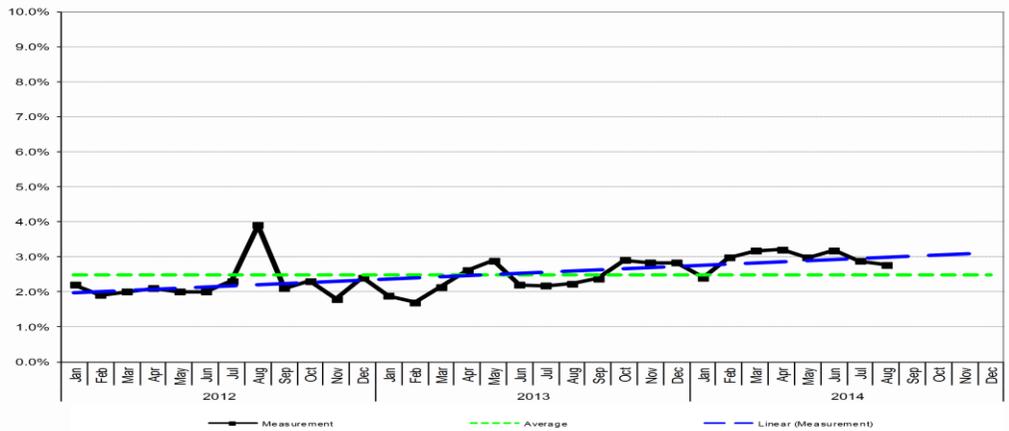
**Trend: No**

### Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

### Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	2.2%	1.9%	2.0%	2.1%	2.6%	2.9%	2.2%	3.9%	2.1%	2.3%	1.8%	2.4%
<b>2013</b>	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
<b>2014</b>	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%				



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Inbound Customer Contacts

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Close**

**Objective: Provide Timely**  
**Information and Respond**  
**Promptly to Requests**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Triggers of**  
**Customer Calls**

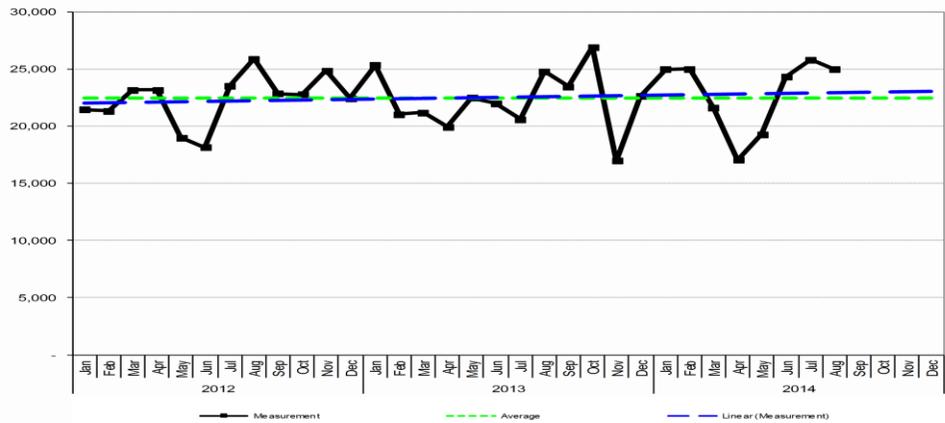
**Trend: Level**

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

### Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
<b>2013</b>	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
<b>2014</b>	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967				

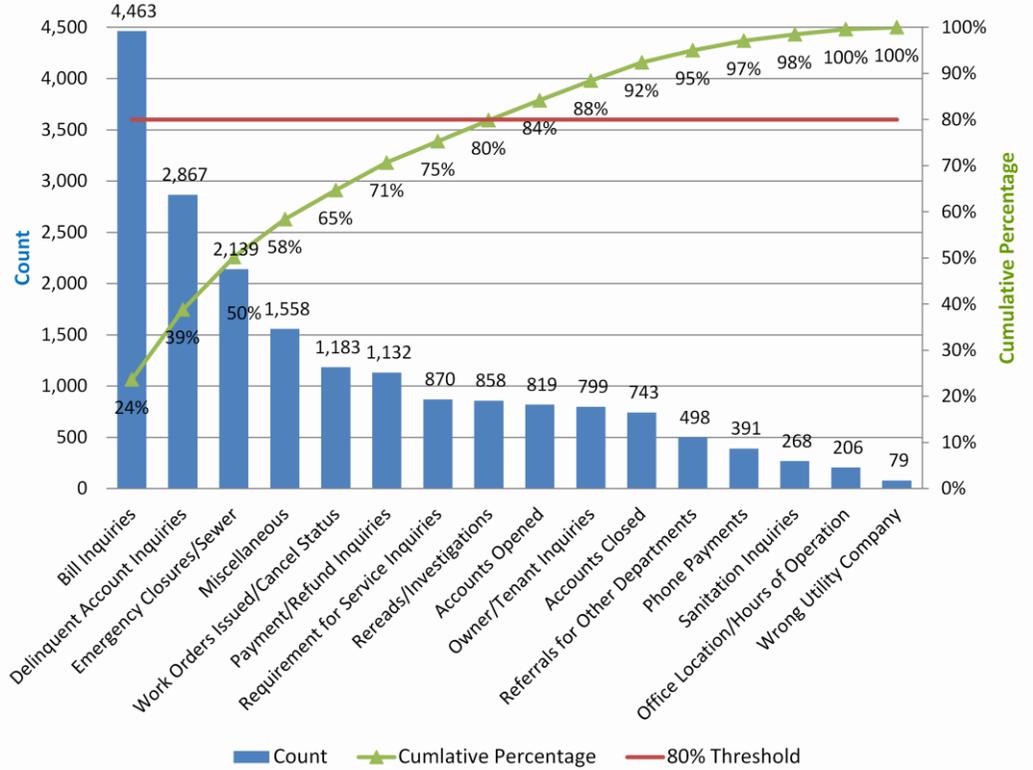


**Responsible Organization:**  
Sewerage and Water Board of New Orleans

**Data Source:**  
Sewerage and Water Board of New Orleans

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

## Sewerage and Water Board of New Orleans Chart of Types of Customer Calls August 2014



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Average Call Wait Time

**Constituency:**  
**Customer Ratepayers**

**Objective: Provide  
Accurate Bills**

**Goal: Reduce over  
time**

**Currently Meeting  
Goal: Yes**

**Process Operating  
Within Control Limits:  
Yes**

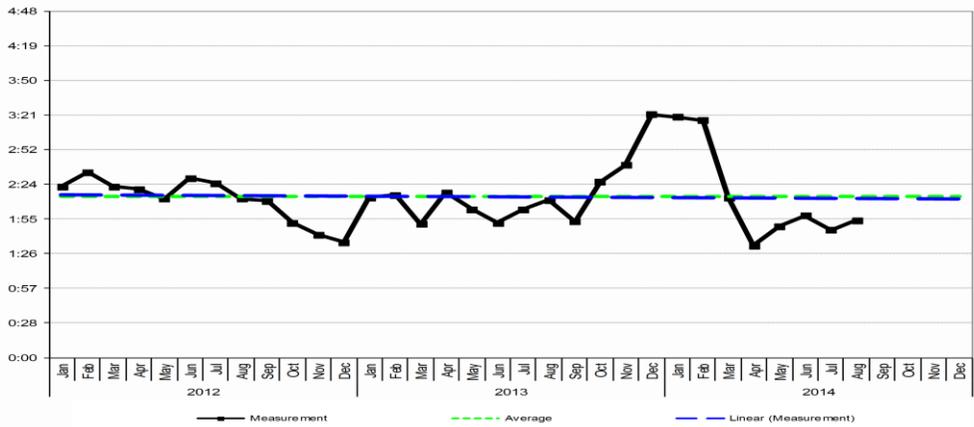
**Trend: Favorable**

### Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

### Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22
2014	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54				



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Calls Abandoned by Customers as a Percentage of Total

**Constituency: Customer  
Ratepayers**

**Objective: Provide Timely  
Information and Respond  
Promptly to Requests**

**Goal: Respond to calls  
with less than 10%  
abandoned**

**Currently Meeting Goal:  
Close**

**Process Operating Within  
Control Limits: Yes**

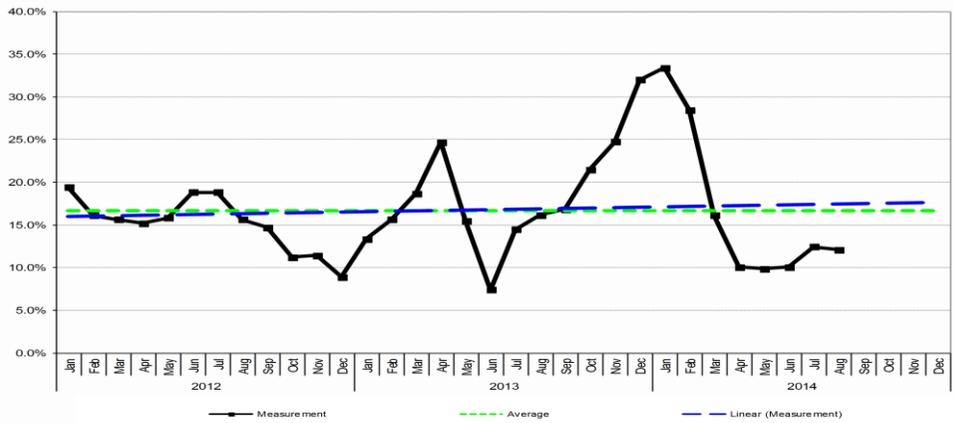
**Trend: Favorable with  
past six months below  
thirty-two month average.**

**Analysis**

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions.

**Plans for Improvement**

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
<b>2013</b>	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
<b>2014</b>	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%	12.4%	12.1%				



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

**Constituency:**  
Customer Ratepayers

**Objective:** Provide Timely  
Information and Respond  
Promptly to Requests

**Goal:** Respond to  
calls with less than  
10% abandoned

**Currently Meeting  
Goal:** Close

**Process Operating  
Within Control Limits:**  
Yes

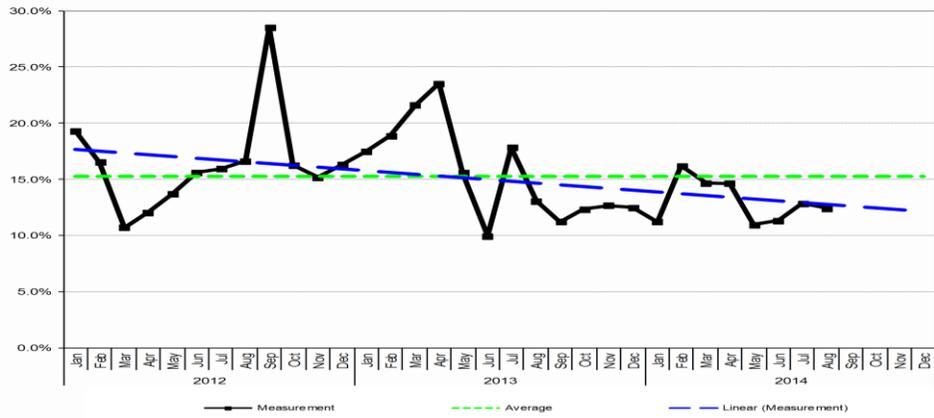
**Trend:** Favorable

### Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded.

### Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees were hired and trained. Call rollover time was reduced from 3 minutes to 20 seconds. Scripts were created for more efficient handling of routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
<b>2013</b>	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
<b>2014</b>	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%				



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Service Requests about Low Water Pressure

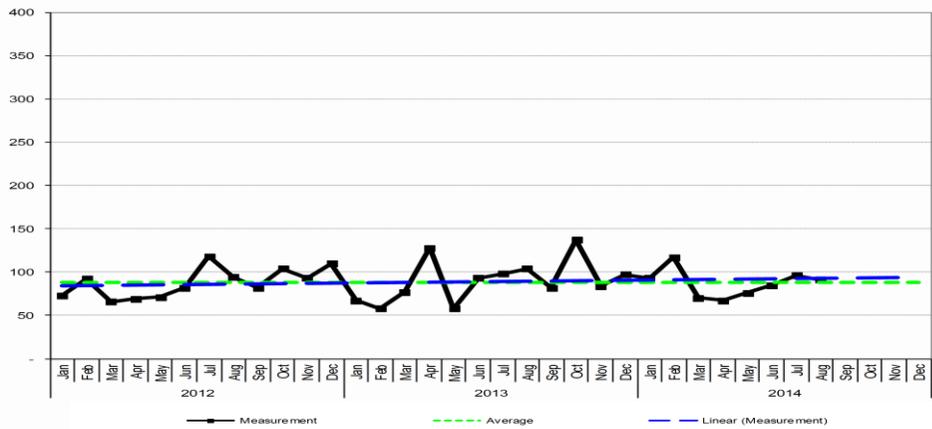
<b>Constituency:</b> Customer Ratepayers	<b>Objective:</b> Provide Timely Information and Respond Promptly to Requests	<b>Goal:</b> Reduce Number of Service Requests
<b>Currently Meeting Goal:</b> Close	<b>Process Operating Within Control Limits:</b> Yes	<b>Trend:</b> Level

### Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

### Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	97
2014	93	117	70	67	76	85	96	91				



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Service Requests for Water System Leaks

**Constituency:**  
**Customer**  
**Ratepayers**

**Currently Meeting**  
**Goal: Yes**

**Objective: Provide Timely**  
**Information and Respond**  
**Promptly to Requests**

**Process Operating**  
**Within Control**  
**Limits: Yes**

**Goal: Reduce**  
**Number of Service**  
**Requests**

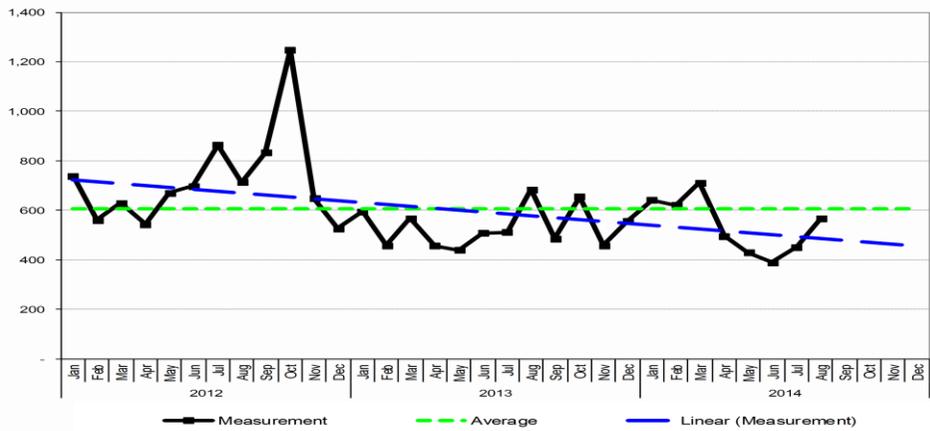
**Trend: Favorable**

### Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

### Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	739	560	629	543	670	697	863	713	833	1,246	648	526
<b>2013</b>	594	457	567	456	439	508	511	683	485	654	648	556
<b>2014</b>	641	621	711	495	428	390						



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Service Requests for Sewer System Leaks

**Constituency:**  
**Customer  
Ratepayers**

**Currently Meeting  
Goal: Yes**

**Objective: Provide Timely  
Information and Respond  
Promptly to Requests**

**Process Operating  
Within Control  
Limits: Yes**

**Goal: Reduce  
Number of Service  
Requests**

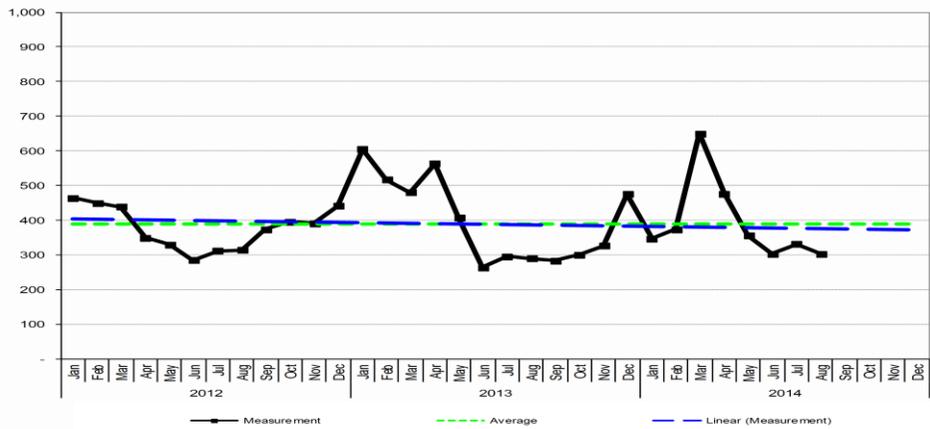
**Trend: Favorable**

### Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

### Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	464	449	438	349	329	284	311	313	374	396	391	441
<b>2013</b>	604	516	480	563	406	264	295	289	283	300	326	475
<b>2014</b>	346	374	650	476	355	302	331	302				



**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient  
neighborhoods

## Sewerage and Water Board of New Orleans Total Accounts Turned Off for Non-Payment

**Constituency:**  
**Customer  
Ratepayers**

**Currently Meeting  
Goal: Not  
Applicable**

**Objective: Ensure  
Collection of Payments for  
Services Provided**

**Process Operating  
Within Control  
Limits: Yes**

**Goal: None  
Established**

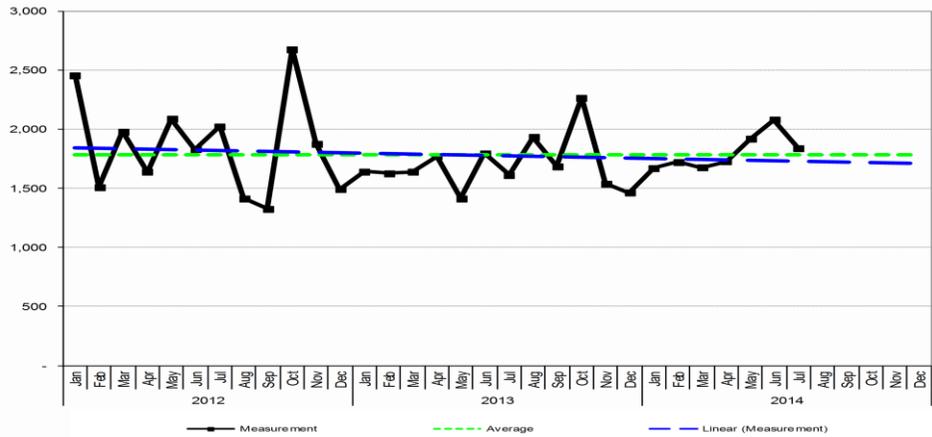
**Trend: Favorable**

**Analysis**

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

**Plans for Improvement**

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
<b>2013</b>	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
<b>2014</b>	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694				



**Responsible Organization:**  
Sewerage and Water Board of New Orleans

**Data Source:**  
Sewerage and Water Board of New Orleans

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

## Sewerage and Water Board of New Orleans Water and Sewer Receivables 30 to 120 Days Old

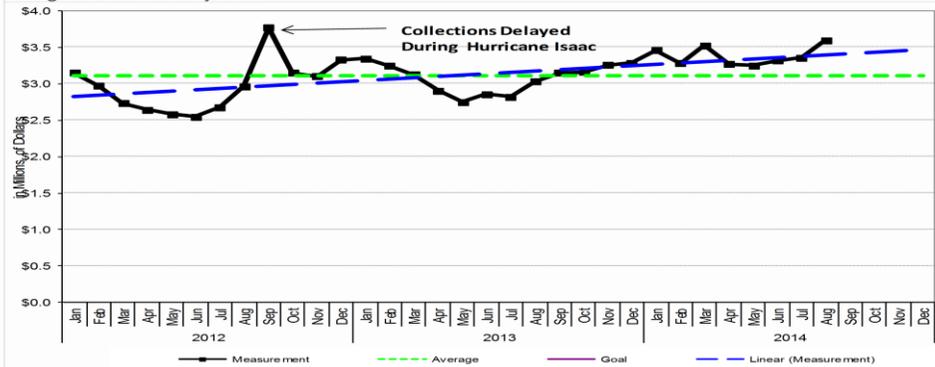
<b>EUM Attribute:</b> <b>Financial Viability</b>		<b>Description:</b> Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues
<b>Constituency:</b> <b>Customer Ratepayers</b>		<b>Objective:</b> Efficient use of resources in providing services
<b>Currently Meeting Goal:</b> Not Applicable		<b>Goal:</b> None established
		<b>Trend:</b> Level, when adjusted for rate increases.

### Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

### Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	\$ 3.149	\$ 2.973	\$ 2.735	\$ 2.643	\$ 2.583	\$ 2.544	\$ 2.678	\$ 2.966	\$ 3.770	\$ 3.149	\$ 3.104	\$ 3.327
<b>2013</b>	\$ 3.348	\$ 3.243	\$ 3.127	\$ 2.907	\$ 2.748	\$ 2.860	\$ 2.819	\$ 3.031	\$ 3.149	\$ 3.161	\$ 3.258	\$ 3.287
<b>2014</b>	\$ 3.458	\$ 3.280	\$ 3.524	\$ 3.271	\$ 3.249	\$ 3.314	\$ 3.361	\$ 3.598				



SWB attributes much of the uptick in receivables to be a function of recent rate increases.

# Sewerage and Water Board of New Orleans Water and Sewer Receivables 120 Days and Older

**Responsible Organization:**  
Sewerage and Water Board of New Orleans

**Data Source:**  
Sewerage and Water Board of New Orleans

**Related Strategy:**  
Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods

**EUM Attribute:**  
**Financial Viability**

**Description:** Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

**Constituency:**  
**Customer Ratepayers**

**Objective:** Efficient use of resources in providing services

**Goal:** None established

**Currently Meeting Goal:** Not Applicable

**Process Operating Within Control Limits:**  
**Yes**

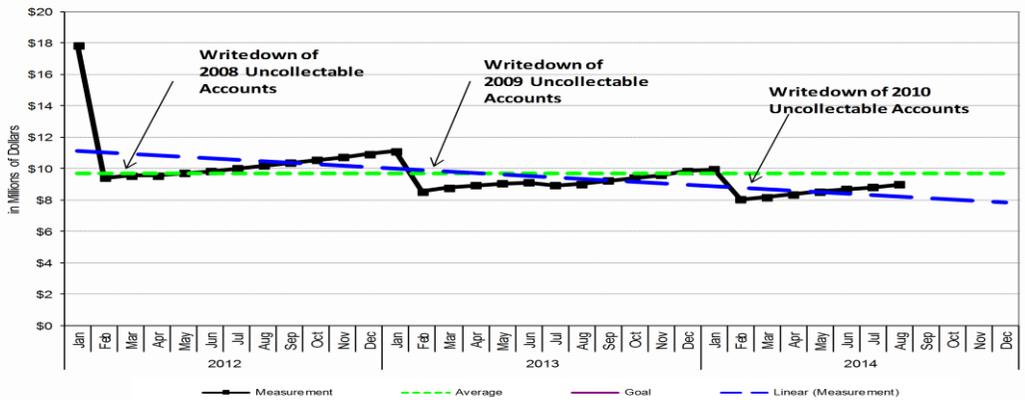
**Trend:** Favorable

### Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

### Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>2012</b>	\$ 17.811	\$ 9.400	\$ 9.558	\$ 9.557	\$ 9.710	\$ 9.818	\$ 9.995	\$ 10.176	\$ 10.360	\$ 10.553	\$ 10.724	\$ 10.931
<b>2013</b>	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585	\$ 9.839
<b>2014</b>	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977				



SWB notes that they're collecting on 98.5% of their billed amount.

# Sustainable Communities

**Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.**

Objectives and Strategies	Outcome Measures
<p><b>Maintain and improve public infrastructure</b></p> <ol style="list-style-type: none"> <li>Maintain and improve road surface infrastructure</li> <li>Consistently implement Complete Streets philosophy in streets investments</li> <li>Effectively administer the City's capital improvements program</li> <li>Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods</li> </ol>	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with condition of streets</li> <li>Mean travel time to work</li> <li>Percentage of workers commuting to work by means other than driving alone</li> <li>Percent of citizens satisfied with drainage/flood control</li> <li>Percent of citizens satisfied with public transportation</li> <li>Percent of citizens satisfied with traffic congestion</li> </ul>
<p><b>Promote Quality Neighborhoods</b></p> <ol style="list-style-type: none"> <li>Reduce blighted properties by 10,000 by the end of 2014</li> <li>Provide effective sanitation services to residents and businesses</li> <li>Protect and preserve parks and other green spaces</li> <li>Regulate land use to support safe, vibrant neighborhoods and preserve historic properties</li> </ol>	<ul style="list-style-type: none"> <li>Percent of citizens satisfied with control of abandoned houses</li> <li>Percent of citizens satisfied with parks and recreation</li> <li>Percent of citizens satisfied with control of trash and litter / trash pickup</li> <li>Percent of citizens satisfied with life in New Orleans</li> <li>ParkScore (based on acreage, service and investment, and access)</li> <li>Percent of citizens satisfied with zoning</li> </ul>
<p><b>Promote energy efficiency and environmental sustainability</b></p> <ol style="list-style-type: none"> <li>Restore the City's marshes and coastline</li> <li>Promote green energy and other sustainability measures</li> <li>Remediate brownfields, lead, and other environmental hazards</li> </ol>	<ul style="list-style-type: none"> <li>Percent of days with healthy air quality</li> <li>Number of health based drinking water violations</li> <li>Number of certified green buildings</li> <li>Number of land acres in Orleans Parish</li> </ul>



**Responsible Organization:**  
Department of Parks and Parkways

**Data Source:**  
Department of Parks and Parkways

**Related Strategy:**  
Protect and preserve parks and other green spaces

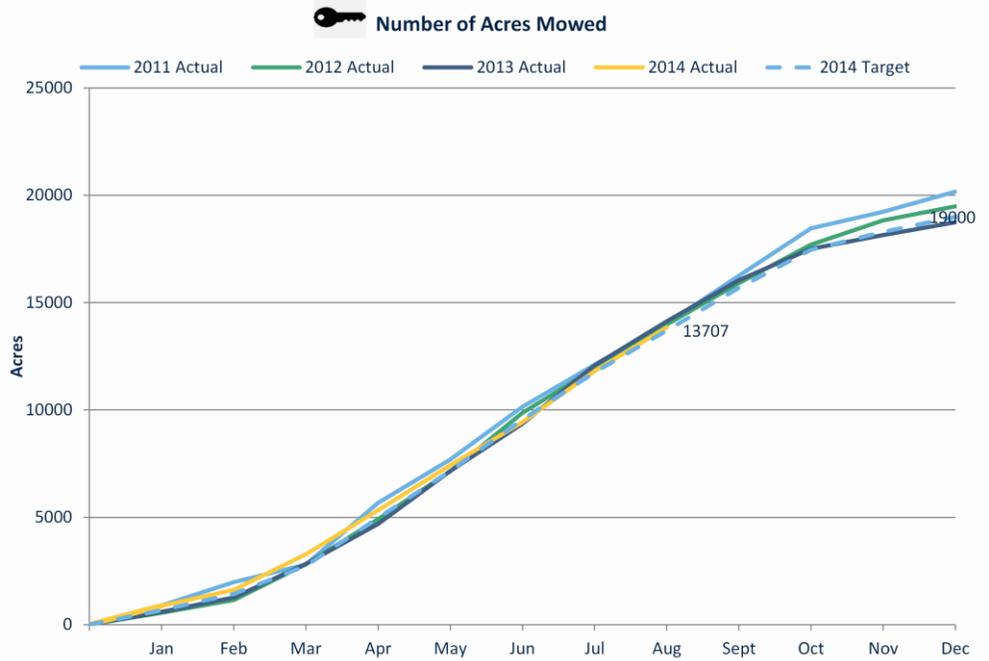
**Notes:**  
This is a seasonal measure, as peak mowing season will begin in the summer.

**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## Parks and Parkways was on pace with its annual target of acres mowed.



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
20,172	●	19,485	●	18,153	●	13,707	19,000	●



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

**Definition:**  
*Emergency:* Any tree work  
order that is deemed a  
threat to public safety,  
and/or interferes with an  
ongoing construction  
project or special event, and  
is completed within 7 days.  
*Non-Emergency:* Any tree  
work order that is not  
deemed an emergency.

**Related Strategy:**  
Protect and preserve parks  
and other green spaces

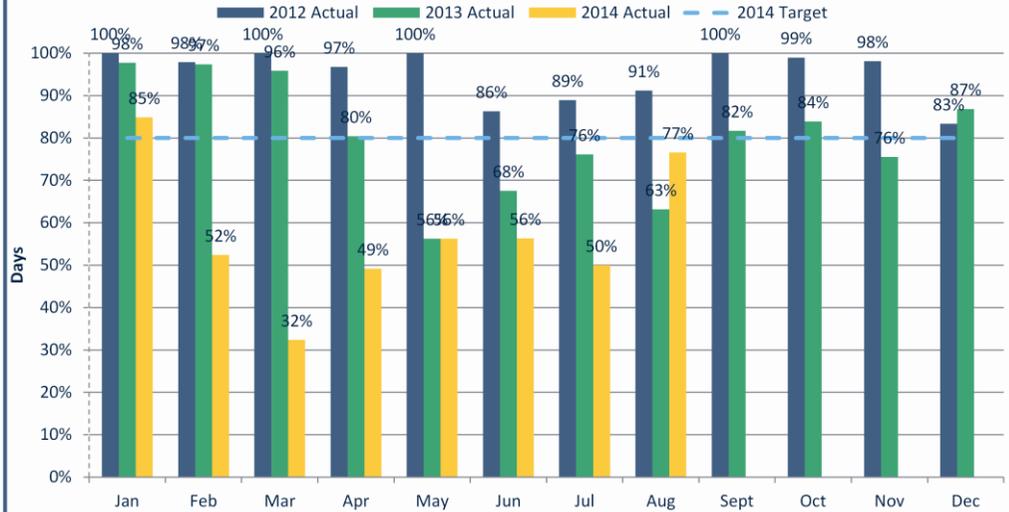
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that  
best indicates whether City  
activities are achieving the  
desired results

## Parks and Parkways was below target.

 **Percent of Non-Emergency Tree Service Requests Completed Within 260 Days**



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
98%	-	95%	-	79%	-	57%	≤ 80%	<span style="color: red;">◆</span>



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

**Definitions:**  
*Emergency:* Any tree work  
order that is deemed a  
threat to public safety,  
and/or interferes with an  
ongoing construction  
project or special event.  
*Non-Emergency:* Any tree  
work order that is not  
deemed an emergency.

**Related Strategy:**  
Protect and preserve parks  
and other green spaces

**Note:**  
In rare instances, a 311  
service request is reopened  
after being previously  
closed. In such cases, this  
may result in the number of  
open requests not tying  
exactly with the number of  
closed and opened cases.

## The number of open 311 non-emergency tree service requests continued to increase, though open 311 emergency requests remained very low.



**Responsible Organization:**  
Department of Parks and Parkways

**Data Source:**  
311

**Related Strategy:**  
Protect and preserve parks and other green spaces

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Parks and Parkways' 311 grass and park maintenance open requests were very low and at zero, respectively.**

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Grass Service	4	14	18	<u>0</u>	<u>-4</u>	0	7
Park Maintenance	0	0	0	<u>0</u>	<u>0</u>	0	0



**Responsible Organization:**  
Department of Parks and  
Parkways

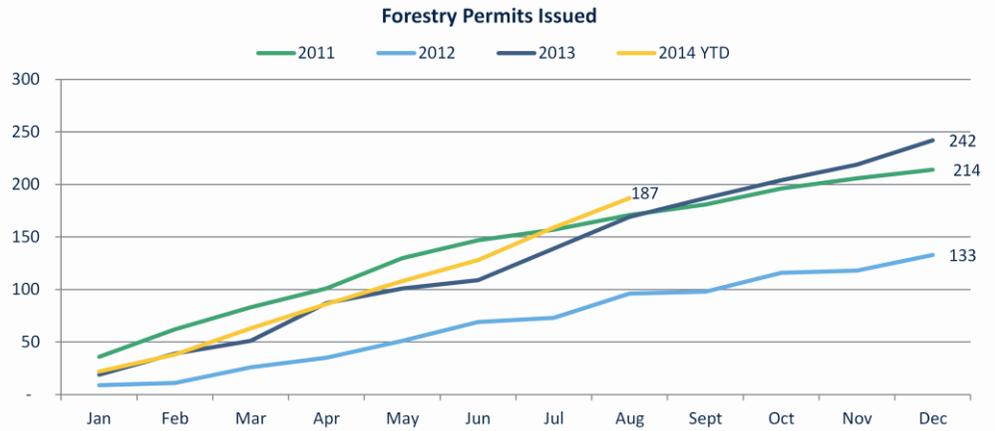
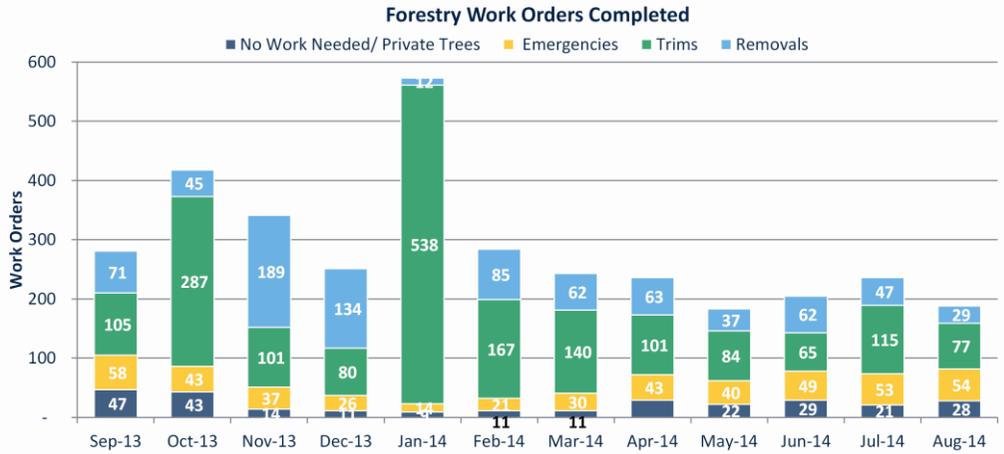
**Data Source:**  
Department of Parks and  
Parkways

**Note:**  
Forestry work orders represent  
the actual work completed within  
a tree "work order."

Excludes stumps, which are done  
intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Parks and Parkways completed a moderate number of work orders.



**Responsible Organization:**  
 Department of Sanitation  
 Department of Parks and  
 Parkways

**Data Source:**  
 Department of Sanitation  
 Department of Parks and  
 Parkways

**Definition:**  
*Bandit sign:* A flyer or  
 advertisement posted on a  
 public row in an unauthorized  
 location.

**Related Strategies:**  
 Provide effective sanitation  
 services to residents and  
 businesses  
 Protect and preserve parks  
 and other green spaces

**Note:**  
 Bandit sign spike in February  
 and March due to election  
 signs.

**Sanitation and the Department of Parks and Parkways removed a lower number of bandit signs than the previous few months, but higher than in 2013.**



**Action Items**

Date	Responsible Parties	Action Item	Due	Status
7/12/12	E. Delarge, D. Macnamara, C. Sylvain-Lear; J. Williams	Pursue civil actions against repeat bandit sign offenders	Ongoing	The Discount Tree owner case has been disposed, with the owner paying all fines and fees, and continuing to remove remaining signs. Law and Sanitation notifying and – granting a window of time for the owner to remove them.
8/21/14	C. Sylvain-Lear	Publish a press release touting the City's success in - and continued intent to prosecute repeat bandit sign offenders	9/18/14	Sanitation sent a draft to Communications and is currently awaiting their approval to publish.

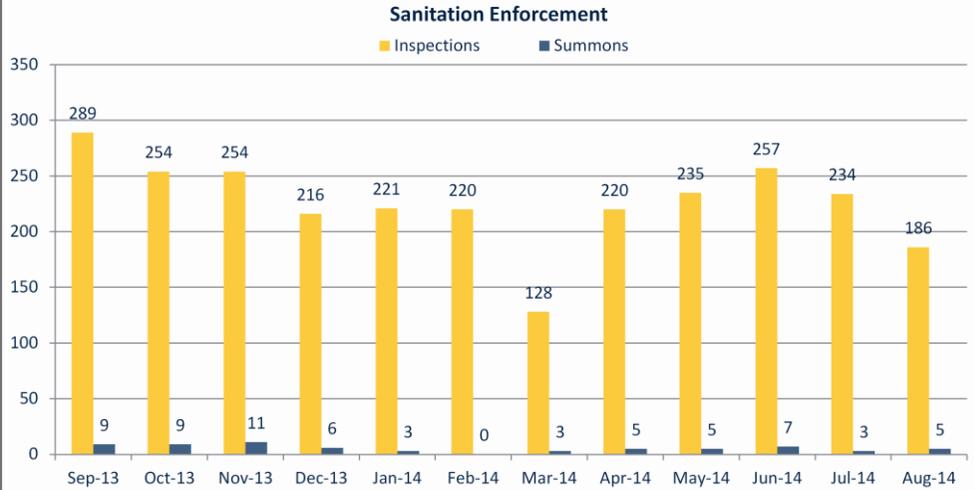
**Responsible Organization:**  
 Department of Sanitation  
 New Orleans Police Department

**Data Source:**  
 Department of Sanitation

**Note:**  
 Additional inspections performed and summons issued by the District New Orleans Police Department Quality of Life Officers are not included in the totals.

**Related Strategy:**  
 Provide effective sanitation services to residents and businesses

## Sanitation completed a lower number of inspections than usual.



### Action Items

Date	Responsible Parties	Action Item	Due	Status
3/14/2014	D. Macnamara	Research feasibility of utilizing cameras and electronic processing of citations	Ongoing	Once Sanitation Rangers are allowed to issue citations, (per the action item below), Law can move forward with this.
7/1/2014	E. Williams, C. Sylvain-Lear; M. Torri	Draft procedures for review and approval to allow tickets to be issued and administrative hearings conducted for Quality of Life violations.	Ongoing	House Bill 940 was approved and sent to the Governor for signature. The City will now work with the Law department to finalize exactly which violations will be considered citable offenses.
3/20/2014	E. Kerkow; C. Sylvain-Lear; D. MacNamara	Place cameras in spots with frequent illegal dumping	Ongoing	IT infrastructure is sufficient to support this project. Once Sanitation Rangers are allowed to issue citations, (per the action item above), this can move forward.



**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
Department of Sanitation

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

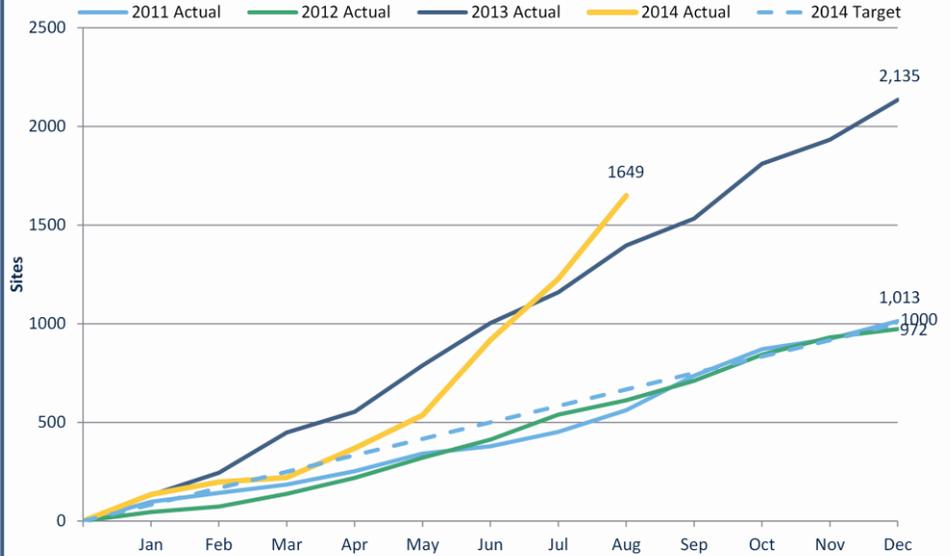
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## Sanitation exceeded its annual target of illegal dumping sites cleared.

 **Number of Illegal Dumping Sites Cleared**



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
1,013	●	972	●	2,135	●	1649	1000	●



**Responsible Organization:**  
Department of Sanitation

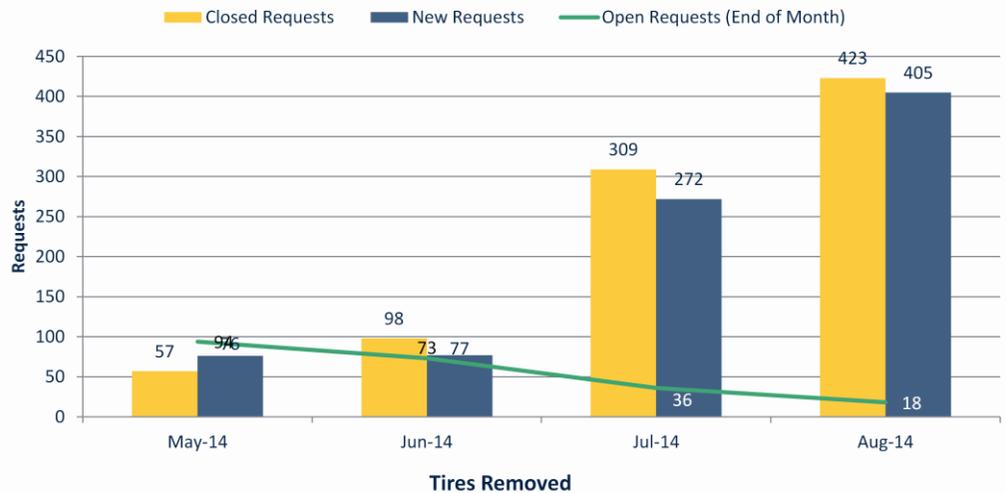
**Data Source:**  
Department of Sanitation  
311

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of 311 illegal dumping cases decreased.

311 Illegal Dumping Service Requests



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Much of the uptick in 311 illegal dumping requests can be attributed to Sanitation staff, who are putting every service request they receive into the 311 system. Sanitation and the Mosquito Board emphasized that there is a need to return to prioritizing tire dumping enforcement, as there has been not only a large number of dumped tires, but a large number of health hazards associated with dumped tires. In recent months, Sanitation has observed an increased number of hypodermic needles being found in tires, one of which injured a Sanitation employee; also, the Mosquito Board found West Nile-spreading mosquitoes in many of the tires picked up by the vendor in charge of transporting the tires. Both departments will meet with the transport vendor to see if they will transport directly to the vendor's facility rather than dropping them off at Sanitation's facility in the middle of the city.

**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Note:**  
Establishing a baseline in 2013.  
Expected days to close, developed in 2012: 30 days.

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

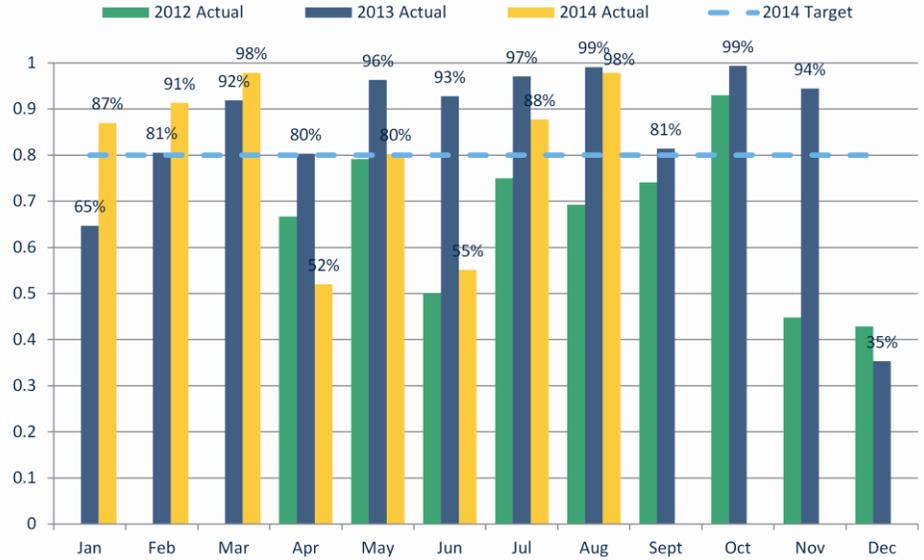
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## Sanitation was on pace with its target of illegal dumping requests closed within 30 days.

 **Percent of 311 Illegal Dumping Service Requests Closed Within 30 Days**



2014		
YTD Actual	Annual Target	Status
80%	80%	<span style="color: green;">●</span>



**Responsible Organization:**  
Department of Sanitation vendors

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

\*Erroneously reported in July 2014 report as 38%.

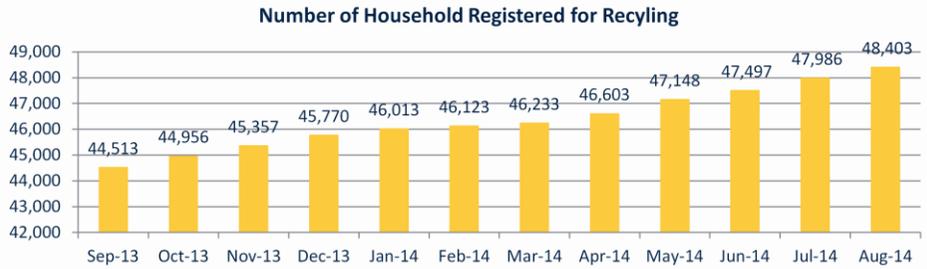
**Definitions:**  
*Household:* Every household in New Orleans Parish receiving sanitation service.  
*Household Registered for Recycling:* Every household that is not only registered for recycling, but has received a recycling cart.

**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

**Key:** Key measure that best indicates whether City activities are achieving the desired results

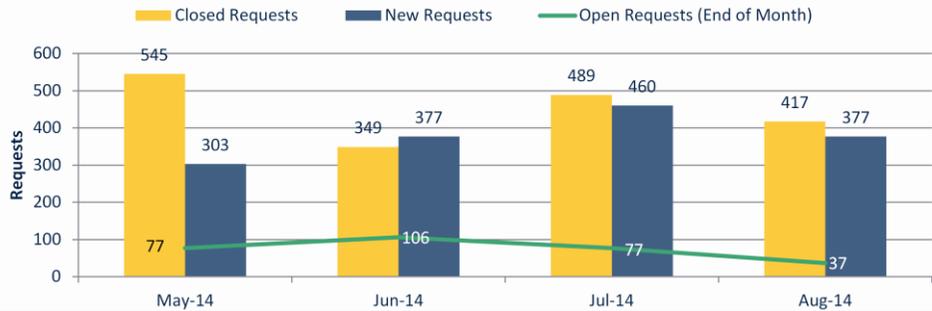
## Sanitation met its annual target of the percent of households registered for recycling.



### Percent of Households Registered for Recycling

2014		
YTD Actual	Annual Target	Status
36%*	36%	●

### 311 Residential Recycling



**Responsible Organization:**  
Department of Sanitation and vendors

**Data Source:**  
311

**Notes:**  
Expected days to close, developed in 2012: 14-30 days.

**Related Strategy:**  
Provide effective sanitation services to residents and businesses

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

**Other sanitation 311 service requests remained at a manageable level, with all types of requests having an average age of less than a month.**

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Dead Animal Pickup (Vendor)	7	14	20	1	<u>-6</u>	2	10
Large Item Pickup (Vendor)	128	195	262	61	<u>-67</u>	27	12
Trash/Garbage Pickup (Vendor)	162	392	426	128	<u>-34</u>	14	14
Change size of Trash Cart	1	8	5	<u>4</u>	<u>3</u>	20	0
Damage Caused By Contractor	4	13	13	<u>4</u>	<u>0</u>	2	13
Missed Collection	13	90	89	<u>11</u>	<u>-2</u>	5	7
Replace Trash Cart	23	43	49	<u>17</u>	<u>-6</u>	18	13
Start Trash Service	86	152	170	<u>68</u>	<u>-18</u>	14	17
Stop Trash Service	1	1	2	<u>0</u>	<u>-1</u>	N/A	12
Trash/Garbage Pickup	0	18	14	<u>4</u>	<u>4</u>	16	0
Repair Trash Cart	34	70	84	<u>20</u>	<u>-14</u>	12	18



The Interim CIO discussed the possibility of adding an additional vendor complaint case to the system rather than citizens calling the vendor directly. Sanitation agreed on the condition that weekend calls would be able to be automatically routed to the vendor on account of 311's limited business hours. Sanitation also observed that 13 public trash cans have gone missing around the city over the past year, including one recent incident involving a U-Haul.

# Public Safety

**Goal: Ensure the public's safety and serve our citizens with respect and dignity.**

## Objectives and Strategies

### Rebuild citizen confidence in public safety offices

1. Reform NOPD policies and operations
2. Employ proactive policing and positive community engagement
3. Support oversight entities to promote transparency, accountability, and trust

## Outcome Measures

- Citizens reporting feeling safe in their neighborhood (NOCC survey)
- Percent of citizens reporting confidence in NOPD (NOCC survey)

### Ensure safe and secure neighborhoods, and reduce the murder rate

1. Prevent illegal activity
2. Intervene when conflicts occur to resolve them non-violently
3. Enforce the law with integrity
4. Effectively and fairly administer justice
5. Rehabilitate the incarcerated so that they do not recidivate
6. Coordinate the criminal justice system

- Rate of homicide per 100,000 population
- Rate of violent crime per 100,000 population
- Rate of property crime per 100,000 population
- Felony recidivism rates
- Percent of citizens rating police protection fair, good, or very good (UNO Quality of Life Survey)
- Average number of days from case acceptance to disposition by the court
- Number of fatal traffic accidents per 100,000 population

### Prepare for, mitigate, and effectively respond to emergencies

1. Respond to emergencies, including fire and medical, effectively
2. Plan and prepare for disasters

- Fires per 100,000 population
- Fatalities due to fire
- Percent of citizens rating fire protection fair, good, or very good (UNO Quality of Life Survey)
- Cardiac arrest with pulse at delivery to hospital
- Percent of City plans, procedures, and other strategies that are National Incident Management System (NIMS) compliant



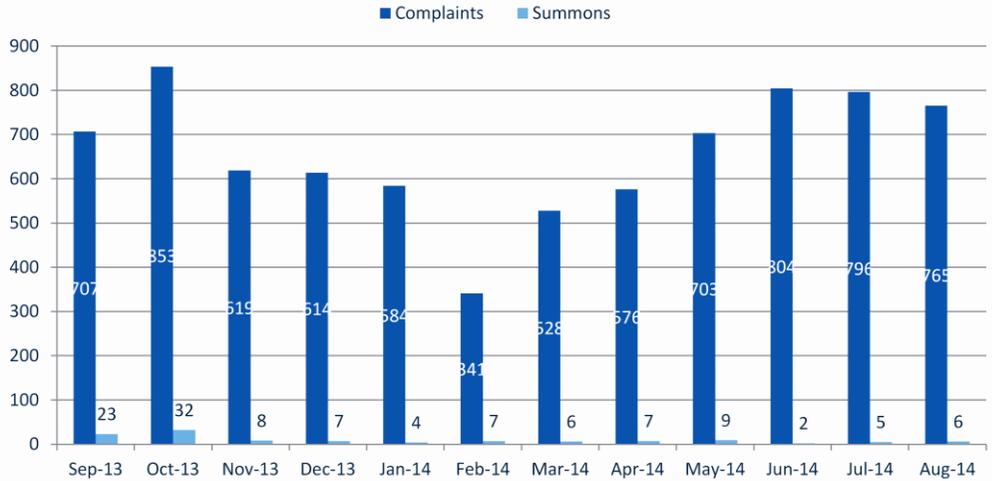
**Responsible Organization:**  
New Orleans Police Department

**Data Source:**  
New Orleans Police Department

**Related Strategy:**  
Effectively and fairly administer justice

## NOPD received a high number of complaints, and issued a low number of summons.

Complaints Received and Summons Issued by NOPD Quality of Life Officers



### Action Items

Date	Responsible Party	Action Item	Due	Status
8/21/14	C. Lear	Put together a packet of photos as a training guide for Quality of Life officers	10/16/14	In lieu of a photo guide, Sanitation began distributing a listing of 12 chronic violations .
8/21/14	J. Williams; A. Rogers	Hold a training for Quality of Life officers prior to the next Quality of Life sweep	9/4/14	A training could not be held prior to the 9/4 sweep. It will be scheduled for a future date.



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NOPD noted that received some noise complaints due to some jackhammering being done at late hours by DPW's vendor. DPW will make note and address this with their vendor.

**Responsible Organization:**  
New Orleans Police Department,  
**Data Source:**  
311

**Related Objective:**  
Employ proactive policing and  
positive community engagement

**Note:**  
In rare instances, a 311 service  
request is reopened after being  
previously closed. In such cases,  
this may result in the number of  
open requests not tying exactly  
with the number of closed and  
opened cases.

## Most open 311 priority requests remained low and steady. The abandoned vehicle backlog diminished substantially.

### NOPD Priority 311 Service Requests

Service Requests with Priority High  
– Very High

Service Request (SR)	Open SRs (8/1)	New SRs	Closed SRs	Open SRs (8/31)	Δ from Prior Period	Avg. Age of Open	Avg. Days to Close
Abandoned Vehicle Reporting/Removal	44	1	18	<u>10</u>	<u>-34</u>	10	120
Code Enforcement General Request	0	15	15	<u>0</u>	<u>N/A</u>	0	0
Illegal Dumping Reporting	0	3	3	<u>0</u>	<u>N/A</u>	0	11
Large Item Trash/Garbage Pickup	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Park Maintenance	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Pothole/Roadway Surface Repair	5	1	0	<u>5</u>	<u>N/A</u>	5	0
Rodent Complaint	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Street Flooding/Drainage	1	0	0	<u>0</u>	<u>N/A</u>	0	0
Street Light	5	0	0	<u>6</u>	<u>1</u>	6	0
Traffic Sign	2	1	0	<u>3</u>	<u>-1</u>	3	0
Traffic Signal	2	0	0	<u>2</u>	<u>N/A</u>	2	0
Trash/Garbage Pickup	0	0	0	<u>0</u>	<u>N/A</u>	0	0
Tree Service	0	2	2	<u>0</u>	<u>N/A</u>	0	1
Tree Service Emergency	0	0	0	<u>0</u>	<u>N/A</u>	0	0



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CAO requested that DPW look into and address their open priority pothole requests.

**Responsible Organization:**  
New Orleans Police Department,

**Data Source:**  
New Orleans Police Department

**Related Objective:**  
Employ proactive policing and positive community engagement

**Note:**  
In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

A Quality of Life sweep was conducted in September along Claiborne Avenue from MLK to Napoleon:

- 8 summons were issued for illegal signage and permitting violations. This effort was a result of complaints received by the 6th District regarding illegal signage on the exterior of businesses and on poles.



**Responsible Organization:**  
Law Department

**Data Source:**  
Law Department

**Related Strategy:**  
Effectively and fairly administer justice

**Definitions:**  
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

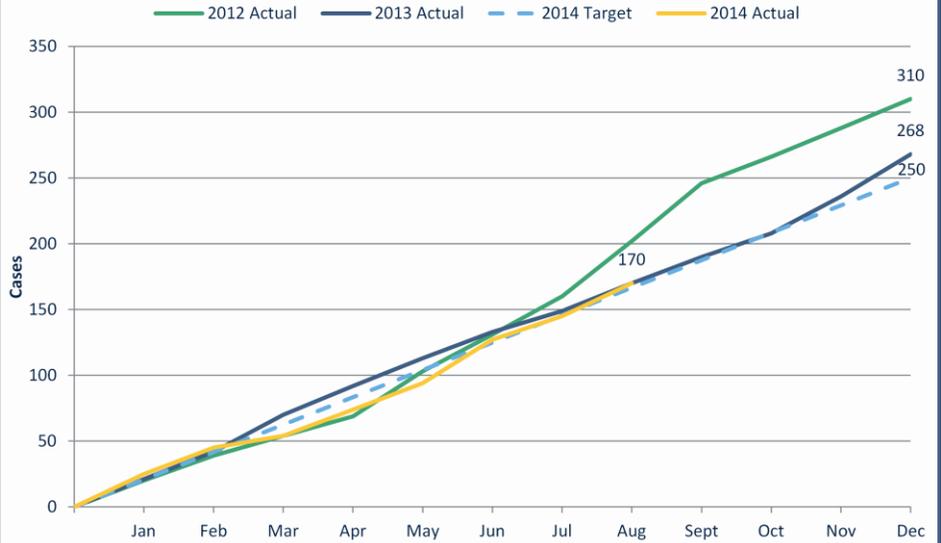
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

🔑 Key measure that best indicates whether City activities are achieving the desired results

## The Law Department was on track towards meeting its 2014 ABO case filing target.

🔑 **Number of Tax and Public Nuisance Cases Filed before the ABO Board**



2011		2012		2013		2014		
Actual	Target Met?	Actual	Target Met?	Actual	Target Met?	YTD Actual	Annual Target	Status
233	●	310	●	236	●	170	250	●



# Children and Families

**Goal: Promote the health and well-being of youth and families by ensuring that quality educational, economic, health and recreational programming opportunities are available for all.**

Objectives and Strategies	Outcome Measures
<p><b>Improve health outcomes for City residents</b></p> <ol style="list-style-type: none"> <li>1. Improve access to healthcare for city residents (including access to mental health services)</li> <li>2. Provide public health services to City residents, including community health education and preventing the spread of communicable diseases</li> </ol>	<ul style="list-style-type: none"> <li>• Rate of low birth weight babies</li> <li>• County Health Ranking (University of Wisconsin)</li> <li>• American Fitness Index ranking (metro) (American College of Sports Medicine)</li> <li>• Percent of citizens rating health services fair, good, or very good (UNO Quality of Life Survey)</li> </ul>
<p><b>Support the development of strong and resilient youth and families, including children in schools</b></p> <ol style="list-style-type: none"> <li>1. Support increased student achievement and school success, including closing achievement gaps</li> <li>2. Encourage the development of strong and resilient families</li> <li>3. Support the social and emotional needs of youth</li> </ol>	<ul style="list-style-type: none"> <li>• High school graduation rate</li> <li>• LEAP test passage rates</li> <li>• Teen pregnancy rate</li> </ul>
<p><b>Provide high-quality cultural and recreational opportunities to City residents and visitors</b></p> <ol style="list-style-type: none"> <li>1. Support cultural institutions and experiences</li> <li>2. Provide recreational opportunities to residents</li> </ol>	<ul style="list-style-type: none"> <li>• Percent of Citizens satisfied with culture and recreational opportunities (UNO Quality of Life Survey)</li> </ul>
<p><b>Facilitate the provision of effective human services to City residents</b></p> <ol style="list-style-type: none"> <li>1. Provide quality, secure housing to residents and reduce homelessness</li> <li>2. Ensure a safety net of needed services is available to all residents</li> <li>3. Ensure residents' access to a variety of healthy nutritional options</li> <li>4. Honor the service of veterans and wounded warriors by recognizing their unique needs</li> </ol>	<ul style="list-style-type: none"> <li>• Homeless Point-in-Time count</li> <li>• Food Insecurity Rate (US Department of Agriculture, Feeding America)</li> <li>• Percent of population with low access to a grocery store</li> <li>• Percent of citizens rating services for the poor fair, good, or very good (UNO Quality of Life Survey)</li> </ul>



**Responsible Organization:**

New Orleans Mosquito, Termite, and Rodent Control Board (MTCRB)

**Data Sources:**

New Orleans Mosquito, Termite, and Rodent Control Board  
311

**Related Strategy:**

Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

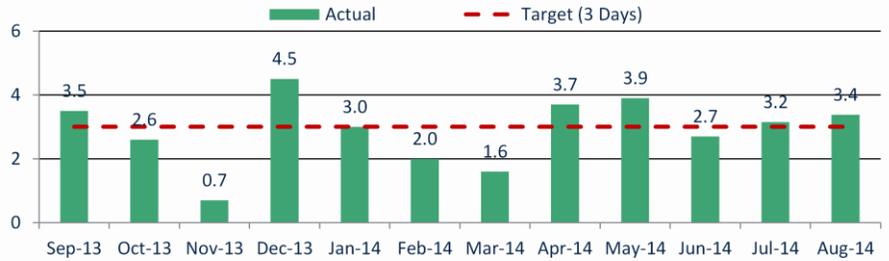
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

## The Mosquito Board was slightly off track on its goal of business days to close mosquito service requests.

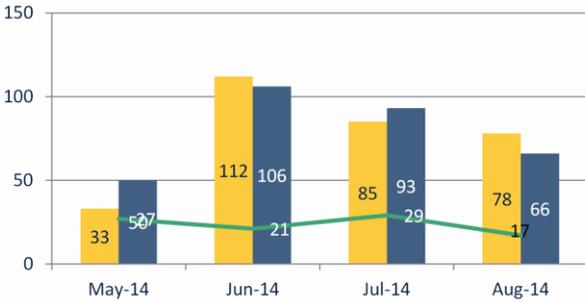
 Average Business Days to Close Mosquito Service Requests



2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
2.6	3	3.1	3	<span style="color: yellow;">▲</span>

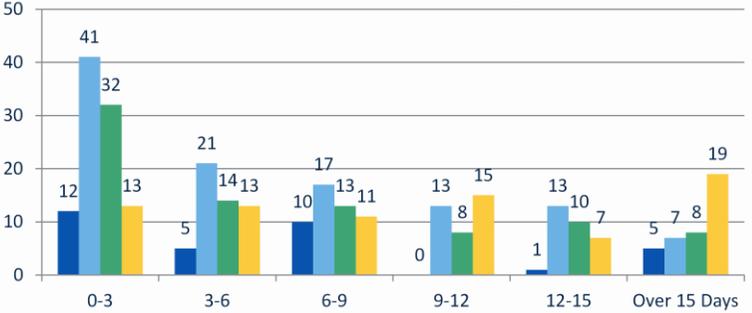
### 311 Mosquito Control Service Requests

■ Closed Requests ■ New Requests — Open Requests at End of Month



### Days to Close Mosquito Control 311 Requests

■ May-14 ■ Jun-14 ■ Jul-14 ■ Aug-14



**Responsible Organization:**

New Orleans Mosquito, Termite, and Rodent Control Board

**Data Sources:**

New Orleans Mosquito, Termite, and Rodent Control Board  
311

**Related Strategy:**

Provide public health services to City residents, including community health education and preventing the spread of communicable diseases

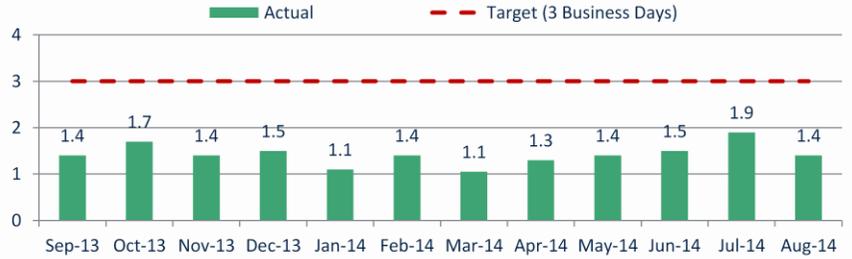
**Legend:**

- On Target
- ▲ Within 10% of Target
- ◆ Off Target

 Key measure that best indicates whether City activities are achieving the desired results

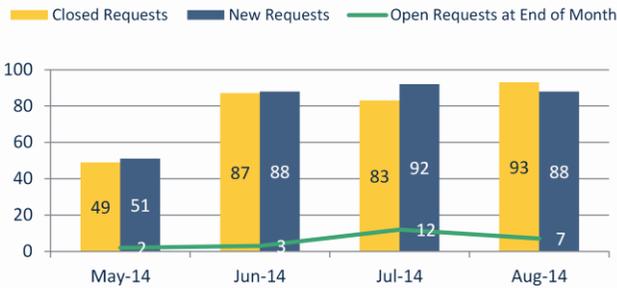
**The Mosquito & Termite Control Board substantially exceeded its target number of days to respond to rodent service requests.**

 Average Business Days to Complete Rodent Service Requests

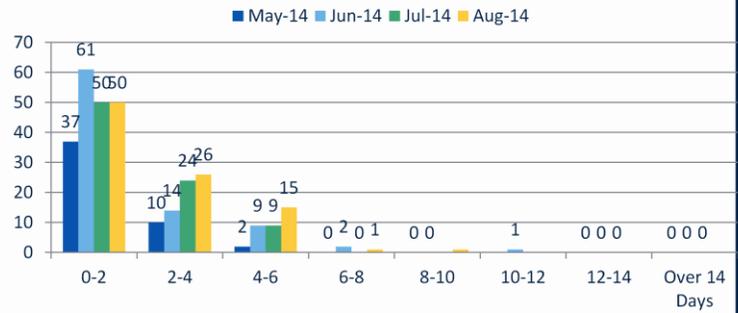


2013		2014		
YTD Actual	Annual Target	YTD Actual	Annual Target	Status
1.4	<span style="color: green;">●</span>	1.4	3	<span style="color: green;">●</span>

**311 Rodent Complaints**



**Days to Close 311 Rodent Requests**



## Contacts:

(Please call NOLA 311 for any specific complaints or service requests)

- Office of Performance & Accountability
  - – Oliver Wise, Director - [ojwise@nola.gov](mailto:ojwise@nola.gov)
- Information Technology & Innovation
  - Edward Kerkow, Interim CIO - [edkerkow@nola.gov](mailto:edkerkow@nola.gov)
  - NOLA 311
    - Ken Davis - [kedavis@nola.gov](mailto:kedavis@nola.gov)
    - Chris Hudson - [cchudson@nola.gov](mailto:cchudson@nola.gov)
- Department of Public Works
  - Col. Mark Jernigan, Director - [mdjernigan@nola.gov](mailto:mdjernigan@nola.gov)
- Department of Sanitation
  - Cynthia Sylvain-Lear, Director - [cslear@nola.gov](mailto:cslear@nola.gov)
- Department of Parks & Parkways
  - Ann Macdonald, Director - [aemacdonald@nola.gov](mailto:aemacdonald@nola.gov)
- Sewerage & Water Board of New Orleans –
  - Robert “Bob” Miller, Deputy Director - [rmiller@swbno.org](mailto:rmiller@swbno.org)
- New Orleans Mosquito, Termite, and Rodent Control Board
  - Claudia Riegel, Director - [criegel@nola.gov](mailto:criegel@nola.gov)
- New Orleans Police Department –
  - Jonette Williams - [jrwilliams@nola.gov](mailto:jrwilliams@nola.gov)
- Law Department –
  - Dan MacNamara - [dmacnamara@nola.gov](mailto:dmacnamara@nola.gov)
  - Eraka Williams - [evwilliams@nola.gov](mailto:evwilliams@nola.gov)



# Evaluation Form

- Are you a city employee or a member of the public?
- On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?
- What's working?
- What's not working?

